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IPSO research on editorial standards & complaints handling

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IPSO Research on Editorial Standards and Complaints Handling

- Report -

Compiled by

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Centre for Freedom of the Media

The University of Sheffield

May 2018

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1. Executive Summary

Key Findings

- **More professional and systematic complaints handling processes have been introduced under IPSO.**
- **All publications in the sample published information about how to make a complaint in 2016. In 2011, only seven newspapers published this information.**
- **14 of the 17 publications published their corrections in 2016 in established corrections columns, on either page 2 or the letters page.**
- **Proportionally, an increase in the number of published corrections is more notable at the national level than at the regional one.**
- **Eight of the 17 publications ran corrections in an equally or more prominent position in 2016 compared to 2011, with most corrections being published on page 2 or on the letters page.**
- **There was a clear increase in the speed of publication of corrections in 2016 compared to 2011 in the case of two national and three regional newspapers.**
- **Some corrections in the sample for 2016 did not meet IPSO's requirements for being a good correction, in that they failed to make clear either the original inaccuracy or the correct information.**
- **Some publications publish information explaining how the original inaccuracy which required correction arose, such as errors in the editing process.**

Research aim

The aim of the research, presented in this report, is to explore member publishers' editorial standards and, in particular, whether and how, standards of complaints handling have changed within the industry, and to understand what impact, if any, IPSO has had on standards at member publishers, measured by the quality, speed of publication and prominence of corrections. Using a mixed method approach, the research combines quantitative and qualitative methods to enhance the understanding of complaints handling processes.

Overview of methodology

Starting with the quantitative approach, the report focuses on the comparison of corrections between two time periods pre-IPSO and post-IPSO: 2011 and 2016. A first distinction made in the report is between corrections that followed IPSO's intervention and those that did not. In cases in which a complaint has not been resolved through the publication's internal procedures, IPSO seeks to mediate between the complainant and the publication if appropriate. If mediation is successful, IPSO issues a resolution statement without making a decision on whether or not there has been a breach of the Editors' Code of Practice (the Code). If the complaint is not resolved through mediation, IPSO's Complaints Committee decides whether or not there has been a breach of the Code. If the complaint is upheld, the publication may be asked to publish a correction or an IPSO adjudication.

The evaluation of corrections is organised in three main axes: the prominence, the speed and the adequacy of published corrections.¹ The prominence of corrections is measured, in line with the IPSO 'Due Prominence' guidance, by the location of corrections in each publication (most importantly, by the existence of an established corrections column) and the comparison between the original publication page and the correction page.²

¹ IPSO Editor's Code of Practice, Clause 1 (ii): 'A significant inaccuracy, misleading statement or distortion must be corrected, promptly and with due prominence, and — where appropriate — an apology published. In cases involving IPSO, due prominence should be as required by the regulator.'

² IPSO, 'Due prominence guidance', www.ipso.co.uk/press-standards/guidance-for-journalists-and-editors/due-prominence-guidance/, last accessed 11 May 2018.

The speed of corrections is measured by the length of period between the date of publication and the date of correction.³ In cases resolved without IPSO's involvement, the publication's internal procedures normally conclude within 28 days (referral period). If the complaint cannot be settled between the publication and the complainant, IPSO will begin investigating the complaint. There is no fixed timescale for the investigation period, which might culminate in an adjudication.⁴ Also, it is important to note that both parties to a complaint can request a review of an IPSO decision on a complaint within 14 days of a decision being issued. In situations where a review is requested, it can then take the Independent Reviewer appointed by IPSO a week or more to review the complaint. As a result, it is extremely rare for corrections to be published before 14 days have passed from the date IPSO issued a decision.

Finally, the adequacy of published corrections is measured by the ways each publication formulates its corrections. In published rulings and resolutions, IPSO's Complaints Committee has set out clearly what it considers to be a proper correction.⁵ It must, first, identify the inaccuracy or misleading information; and, second, provide corrective/clarifying information (which would include an individual or organisation's denial of the claim, for example); or make clear that it is not possible to establish the correct position.

The inclusion of further information, such as the title and date of the original article, which enables readers to identify the location of the original article, which was subject to complaint, goes over and above the Code requirements. Also, the provision of an apology is only required 'where appropriate', and is 'a matter for the editor's judgment, taking into account the spirit of the Code'.⁶ IPSO does not have the power to order the publication of apologies, but refusal to apologize where appropriate constitutes a breach of the Code and can lead to an upheld adjudication. This report identifies when corrections provide additional information beyond

³ The date of publication is used as an approximation in the absence of data as to the date when the publication actually received the complaint.

⁴ The current wording is that 'We are not able to guarantee how long the investigation stage will last, but we will do our best to make sure that the process moves quickly', <https://www.ipso.co.uk/complain/our-complaints-process/#Investigation>, last accessed 2 November 2018. This represents a change from the previous wording, which promised a resolution of the majority of complaints within 90 days.

⁵ See e.g. *Versi v DailyStar.co.uk*, 12 April 2018, www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=20562-17, last accessed 12 November 2018.

⁶ Editors' Code of Practice Committee, *The Editors' Codebook. The Handbook to the Editors' Code of Practice*, www.editorcode.org.uk/the_code_book.php, last accessed 12 November 2018 (referred to in the following as Editors' Codebook).

the Code requirements given that it facilitates the identification of the original inaccuracy. Also, it considers whether publications offer apologies in appropriate circumstances, i.e. as required by the Editors' Code, even though IPSO has no direct influence in that regard.

The research sample consists of 17 publications, covering a range of daily national newspapers, Sunday editions, and a sample of regional newspapers, allowing us to track the corrections regionally and to comprehend the variety of approaches between different publishers.⁷ The research sample included both daily and weekly titles.

The research was conducted via several stages: the data collection process (the collection of the whole amount of corrections for all publications for 2011 and 2016); the input of data, by systematically categorising them into an extensive database that included a wide range of parameters and the analysis of data, that allows the compilation of findings from which conclusions can be drawn.

Qualitative Evaluation of the Complaints Handling Processes

The research consists of a series of interviews with the following publications: Daily Mirror, Daily Record (and Sunday Mail), Eastern Daily Press, The Daily Telegraph, The Herald, The Scotsman, The Sun and The Times. The purpose of the interviews was to improve the understanding of the complaints handling processes, which could then be analysed alongside the results from the quantitative research. The interviews cover national and regional newspapers, providing not only a holistic view on the processes, but also a reflection by those involved on the changes that IPSO brought about to newspaper practices.

A first version of the report was compiled by amalgamating the quantitative and qualitative aspects of the research in April 2018. The report was subsequently modified on the basis of specific comments received by IPSO, and an amended version of the report was produced in May 2018. Each of the individual case studies was then sent to the publication concerned to

⁷ Daily Express, Daily Mail, Daily Mirror, Daily Record, Daily Star, Eastern Daily Press, Express and Star, Lincolnshire Echo, Manchester Evening News, Metro (free), Sunday Post, The Daily Telegraph, The Herald, The Scotsman, The Sun, The Sunday Record, and The Times. The Irish, Scottish and Ulster versions of national papers have been excluded from the sample.

allow for comment on any factual errors in the data collection process. A final version of the report was produced in December 2018.

Limitations of the research

Before we proceed with an outline of our findings, certain limitations of this research project need to be noted.

Firstly, the research team did not have access to the actual complaints nor to the number of complaints received by the publishers, the PCC or IPSO in the two years in question. As a result, this report does not report any findings regarding complaints that were not considered to raise a potential breach of the Code by the publisher and/or by the PCC or IPSO and, hence, were not, ultimately, taken up.

Second, this report can only pronounce on the clarity of the corrections but cannot assess whether the corrections fully addressed the complaints made and whether they could be deemed to be to the complainants' satisfaction.

Third, the prominence of corrections is measured chiefly by the existence and location of an established corrections column. While other factors, such as the seriousness and extent of the breach, are also important in assessing prominence, such factors could scarcely be taken into account in this longitudinal study. The question of whether this study should comment on the significance of inaccuracies in the offending publications was discussed between IPSO and the research team. A more detailed assessment of the prominence of corrections, taking into account the significance of the breach, and also the dimensions of the correction if compared to those of the offending article, are important issues for further study. Further, the question of how to measure prominence in the case of online corrections also needs to be assigned to future research.

Fourth, IPSO gave us access to information about dates of complaints made to IPSO, but not to the publishers, and only in a few cases of particularly lengthy timespans between date of publication and date of correction. As explained later, timeliness is therefore measured by an approximation in the remaining cases.

Finally, the quantitative part of this report only covers the printed editions of the publications in the sample, while sporadic insights about the approach to complaints handling in the online editions can be gained from the qualitative analysis.

Overview of findings

Our findings show a notable change in the provision of information about each publication's complaints policy between the two years in question (2011, 2016). Although only taking up a small part of a newspaper's overall operation, the complaints policy goes to the heart of issues about standards of complaints handling. Transparency about a newspaper's complaints policy and procedures is vital so that readers can obtain redress for breaches of the Code, and is a key part of an established corrections column. Of the 17 newspapers studied, only seven (the Daily Mail, the Daily Mirror, the Daily Record, the Lincolnshire Echo, the Metro, The Scotsman and the Sunday Mail) provided information about their policies in 2011 - the Daily Mail since 17 October 2011, the Daily Mirror since 14 November 2011, the Daily Record since 15 November 2011, the Lincolnshire Echo since 21 June 2011, the Metro since 17 October 2011, The Scotsman since 01 January 2011, and the Sunday Mail since 15 May 2011.

In 2016, all 17 newspapers included an everyday 'policy statement'. The term 'policy statement' means the information publications provide about complaints handling policies. Most statements appear on a standard page, either usually on page 2 or on a variety of pages as in the case of the Daily Express, the Daily Star, the Sunday Post and The Times (from page 21 to page 43 for the Daily Express; from page 2 to page 23 for the Daily Star; from page 2 to page 4 for the Sunday Post; and from page 20 to page 36 for The Times). In the case of the Daily Express, the Daily Star and The Times, however, the policy statement is published on the letters page, which attracts the readers' attention. The word count of each of the newspaper's policy statement in 2016 differs, but they all include the same type of information. The two examples below show what the policy statement looks like in two cases: the policy statement with the highest number of words, and the one with the lowest (Lincolnshire Echo and The Scotsman accordingly, pictures 1 and 2).

If we have published anything that is factually inaccurate, please contact the editor, Charles Walker on 01522 804347 via e-mail at charles.walker@lincolnshiremedia.co.uk or post to: The Editor, Lincolnshire Echo, Brayford Wharf East, Lincoln LN5 7AY and, once verified, we will correct it as soon as possible.

The Echo newspaper is published by Lincolnshire Media, a subsidiary company of Trinity Mirror PLC, which is a member of IPSO, the Independent Press Standards Organisation. We adhere to the Editors' Code of practice as enforced by IPSO, who are contactable for advice at IPSO, Gate House, 1 Farringdon Street, London EC4M 7LG. Website <http://www.ipso.co.uk/> Telephone: 0300 123 2200; e-mail advice@ipso.co.uk

If you have a complaint concerning a potential breach of the Code of Practice, we will deal with your complaint directly or IPSO can refer your complaint to us. Please go to <http://www.trinitymirror.com/howtocomplain> where you can view our Complaints Policy and Procedure. A "How To Complain" pack is also available by writing to the Legal and Compliance Department, Trinity Mirror PLC, One Canada Square, Canary Wharf, London E14 5AP.

CLARIFICATIONS & CORRECTIONS

- It is the policy of The Scotsman to correct errors as soon as is practicable.
- All complaints concerning The Scotsman should be made to Euan McGrory at emcgrory@scotsman.com in the first instance. Should you wish to take the matter further after that, you can contact the Independent Press Standards Organisation, Gate House, 1 Farringdon Street, London. EC4M 7LG

Picture 1. Lincolnshire Echo (2016)

Picture 2. The Scotsman (2016)

The research indicates that a number of newspapers have much more structured and systematic complaints handling processes in 2016 compared to 2011 - even those that already had a policy in place, have developed further their practices. This professionalisation in complaints handling procedures is most notable in the case of the Daily Mail, the Daily Mirror, the Daily Record, the Daily Telegraph, The Scotsman, the Sun and The Times. Two publications adopted centralised, systematic complaints handling processes post-IPSO (Daily Mirror; The Daily Telegraph), whereas others had a more or less structured framework in place already in 2011.

A few publications greatly increased the number of published corrections in 2016 compared to 2011 (The Daily Telegraph; The Herald; The Sun; The Times). A number of publications, mostly regional ones, continued in 2016 with the trend of publishing only a minimal number of corrections (Eastern Daily Press; Express & Star; Lincolnshire Echo; Manchester Evening News; Sunday Mail; Sunday Post). However, this is perhaps not surprising in view of the significantly wider readership of nationals compared to regional newspapers.

Two of the publications in question (Express & Star; Sunday Post) did not publish any corrections in 2011 and the Lincolnshire Echo did not publish any corrections in 2016. As a result, a comparison between 2011 and 2016 for these titles is only possible to a limited degree (table 1 and figure 1).

	2011	2016
Daily Express	12	4
Daily Mail	70	78
Daily Mirror	8	10
Daily Record	20	16
Daily Star	2	1
Eastern Daily Press	4	4
Express and Star	0	3
Lincolnshire Echo	1	0
Manchester Evening News	9	1
Metro	36	30
Sunday Mail	3	3
Sunday Post	0	3
The Daily Telegraph	18	36
The Herald	4	21
The Scotsman	39	27
The Sun	14	33
The Times	39	294

Table 1. Number of corrections (2011 & 2016)

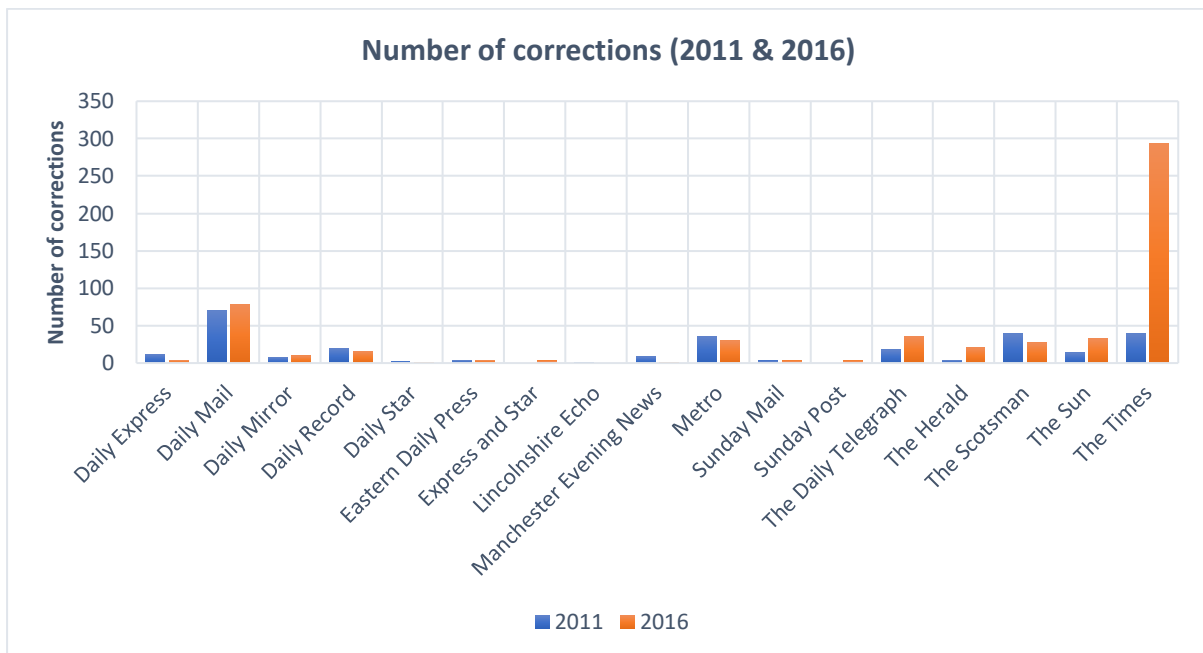


Figure 1. Number of corrections (2011 & 2016)

A number of newspapers ran corrections in a more prominent position in 2016 compared to 2011 (Daily Mirror; Sunday Mail; The Daily Telegraph; The Herald; The Scotsman). The Times increased the visibility of their corrections in 2016, and located them on the letters page,

which ranges in the publication from page 22 to page 36 compared to 2011 when they placed them on a far earlier page (2 or 4). While the page number changes, the publication of corrections on the letters page means that corrections are published on a well-read page within the newspaper. A number of publications had a good record of prominence for both years under examination (Daily Mail; Daily Record; Metro). Others ran corrections on different pages both in 2011 and in 2016 (Daily Express; Eastern Daily Press). In the case of the Daily Express this was, similar to The Times, consistently the letters page. However, in the case of the Eastern Daily Press, the correction was only published on the letters page on two occasions, namely on 15 August 2011 and 13 July 2016. Finally, two papers (Daily Mirror; Daily Star) published front page references to indicate the existence of corrections/adjudications on a later page on one occasion each in 2016, while no such instances are apparent in 2011.

A clear improvement was observed in relation to the speed of publication of corrections in the case of the Daily Mirror, the Eastern Daily Press, The Herald, the Sunday Mail and the Daily Telegraph. The Daily Telegraph has a 'three-days-goal' for resolution of complaints. However, it needs to be noted that there were some significant time lapses between original publication and correction for both years. An improvement, albeit not such a dramatic one, can also be observed in the case of the Sun. However, both the Sun and the Daily Mail did exhibit time lapses in the publication of some corrections for both years. Several publications published corrections in a timely fashion both in 2011 and in 2016 (Manchester Evening News; Metro; The Scotsman). The same applies in a more qualified way to the Daily Record and The Times, where a number of 'peaks' exist for both years. It is, however, to be noted that complaints, which involve legal matters, can often take a longer time to resolve than complaints, which relate to factual matters.

In relation to the adequacy of published corrections, a few newspapers (Eastern Daily Press; Metro; Daily Telegraph) consistently provided very clear corrective information. , A certain trend that has been noted in a number of publications (Daily Mail; The Scotsman; The Sun; The Times) is the attempt to explain the inaccuracy and/or to distance themselves from it. There was also evidence of provision of information over and above the Code requirements, and most papers displayed a preference for signposting the original article by way of its date of publication rather than its headline. Two newspapers (Daily Mail; Daily Record) signposted the original article in a clearer manner in 2016 compared to 2011. A notable trend has been

an increase in apologies in 2016 compared to 2011 (Daily Record; The Herald; The Scotsman; The Times).

2. Methodology

Context

In order to provide an in-depth analysis of standards of complaints handling pre- and post- IPSO, the research approach taken employs a combination of quantitative and qualitative research methods. It does this through the development of an original approach that is tailored specifically for the research questions and the data. By taking into account multiple datasets (emerging from the use of the two methods), the methodological plan offers a comprehensive evaluation of the different aspects of corrections processes.

Stage I: Quantitative research

1. The choice of the sample

In agreement with IPSO's suggestions, the sample consists of 17 publications.⁸ It primarily focuses on daily national newspapers and a sample of regional newspapers, excluding the Scottish, Irish and Ulster editions. The sample in its entirety covers a wide geographic area across the United Kingdom and offers the opportunity to track probable emerging tendencies towards regional correction practices. It also allows us to chart different approaches by different publishers.

2. Data Collection

The first step required the collection of all the material from the newspapers. Through advanced search options, the research combines terms, specific time-periods, patterns, and detailed descriptions, and the results were categorised in a chronological order. The data collection process was initiated with a **keyword search** for each newspaper and for each year (2011, 2016) in order to identify, in the first instance, how each newspaper chooses to term their corrections. The search indicated a variety of terms, with 'clarifications' as the preferred term for the majority of the selected newspapers (table 1).

⁸ Daily Express, Daily Mail, Daily Mirror, Daily Record, Daily Star, Eastern Daily Press, Express and Star, Lincolnshire Echo, Manchester Evening News, Metro, Sunday Mail, Sunday Post, The Daily Telegraph, The Herald, The Scotsman, The Sun, The Times.

Newspaper Title	Year	Headline
Daily Express	2011	Amplification and Clarifications
	2016	Amplification and Clarifications
Daily Mail	2011	Clarifications & Corrections
	2016	Clarifications & Corrections
Daily Mirror	2011	Clarification / Your letters
	2016	Corrections & Complaints
Daily Record	2011	For the record
	2016	Corrections & Complaints
Daily Star	2011	Clarification
	2016	Clarification
Eastern Daily Press	2011	Correction & Clarification
	2016	Clarification
Express & Star	2016	Our Code of Conduct
Lincolnshire Echo	2011	Comment clarification
Manchester Evening News	2011	Clarification
	2016	Corrections and Complaints
Metro	2011	Corrections & clarifications
	2016	Corrections & clarifications
Sunday Mail	2011	For the record
	2016	Clarifications & Corrections
Sunday Post	2016	Clarification
The Daily Telegraph	2011	Clarification / In brief
	2016	Corrections & clarifications
The Herald	2011	Clarification
	2016	The Herald
The Scotsman	2011	Clarifications & Corrections
	2016	Clarifications & Corrections
The Sun	2011	Original article's title
	2016	Corrections & clarifications

The Times	2011	Clarification
	2016	Corrections and clarifications

Table 1. Headline term used for the published corrections (2011 & 2016)

During this process the so-called *policy statements* (for both 2011 and 2016, where available) were also collected. The process was strengthened by extensive archive research on PCC and IPSO rulings and resolutions databases, for 2011 and 2016 respectively. This led to the collection of additional material that was unidentifiable during the first phase, especially for 2011, and for corrections that were scattered across the publications and lacked any indicator that would mark them as a correction, or a clarification (e.g. a relevant heading).

The next step was the development of a **corrections archive** which was constructed by researching, downloading and systematically categorising each newspaper's corrections, by year and by month. This archive led directly to the production of the detailed database of corrections for each publication for both 2011 and 2016.

To avoid any methodological limitations in the research, or any missing corrections in the archive (for instance any results that might not appear in the keyword search), a **corrections calendar** was created for each newspaper. The corrections calendar was used to mark the dates on which the newspapers published a correction. For the remaining days (i.e. those not marked in the calendar as they did not have a correction) a 10% random sample (using Microsoft Excel) was selected (from each newspaper for both 2011 and 2016) in order to verify the accuracy of the archive. By examining the 10% sample of the remaining days (three random issues of each paper per month), it was possible to verify that there were no missing corrections from the corrections calendar.

The next step was the development of the **corrections database**. The corrections database contained the raw collected material standardised into suitable datasets to be divided into pre-IPSO and post-IPSO categories. The corrections database includes all the variables used to analyse the data: the prominence of the correction, the speed of the correction, the tone and the style of the corrections, pre- and post-IPSO. It also includes a set of other variables: the correction page; the original page number; the date of the correction; the date of the original report; the speed of the correction; information about any IPSO adjudication relating to the publication; whether the correction includes the title and the date of the original

article; whether it includes an apology; whether the error is identified clearly; and whether the correction provides the right position, for instance by including an individual or organisation's denial of the claim, or by clarifying that it is not possible to establish the correct position.

The data was evaluated against IPSO's complaints procedures and, in cases involving IPSO, its adjudications and resolution statements post-2011. In the case of complaints without IPSO's/PCC's involvement, the corrections were also matched with the published story to assess complaints handling procedures.

These steps led to analysis of the data, the production of statistical descriptions and emerging tendencies and the comparative analysis between the pre-IPSO and post-IPSO findings.

Stage 2: Qualitative research

The second stage of the research focuses on the provision of insights about the quantitative data. This second layer to the research offers an understanding of the perspectives of the research participants, strengthening the validity of the project by ensuring that the data analysis is more nuanced overall.

The qualitative research process consists of the following stages:

1. Methodological design: The research team designed the template of the questionnaire which was used as a guiding map for the structured interviews.⁹
2. Data collection (stage I): Three academic research assistants as well as the principal investigator conducted structured interviews with editors and senior journalists of the selected news organisations¹⁰. The interviews covered changes to complaints handling since IPSO's launch, and they also focused on the report's three key areas: the prominence, the speed and the adequacy of published corrections.
3. Data analysis: The research team analysed the data and made correlations with the results from the quantitative research.

⁹ The questionnaire used for the interview is available on Appendix.

¹⁰ Interviews were conducted with the following publications: Daily Mail, Daily Mirror, Daily Record, Eastern Daily Press, The Daily Telegraph, The Herald, The Scotsman, The Sun and The Times.

Summary:**A step-by-step approach to data collection was taken:**

1. Methodological design
2. Selection of papers (sample)
3. Collection of quantitative data and drafting of coding sheet (parameters)
4. Input and analysis of quantitative data: development of the database
5. Preparation of interview questionnaires (based on the quantitative results) and setting up of interviews
6. Interviews in the news organisations
7. Transcription of interview data
8. Analysis of interview data
9. Triangulation of the results from both stages
10. Writing up of the final report

3. Case Studies

3.1. Daily Express

Prominence of corrections

The Daily Express published 12 corrections in 2011 and four corrections in 2016 (table 1, below). In 2016, only one correction, published on 29 April 2016, followed an IPSO ruling (19 April 2016).

Correction number	Newspaper title	Year	Date of original publication	IPSO mediation ¹¹	Date of correction
1	Daily Express	2011	15-Jan		21-Feb
2	Daily Express	2011	10-May		11-May
3	Daily Express	2011	15-Mar		07-Jun
4	Daily Express	2011	13-May		14-Jun
5	Daily Express	2011	11-Jun		20-Jun
6	Daily Express	2011	09-Jul		15-Jul
7	Daily Express	2011	20-Jul		21-Jul
8	Daily Express	2011	07-May		26-Jul
9	Daily Express	2011	17-Sep		22-Sep
10	Daily Express	2011	28-Sep		29-Sep
11	Daily Express	2011	18-Nov		22-Nov
12	Daily Express	2011	25-Nov		28-Nov
1	Daily Express	2016	06-Apr		08-Apr
2	Daily Express	2016	18-Jan	19-Apr ruling	29-Apr
3	Daily Express	2016	16-May		23-Jun
4	Daily Express	2016	19-Aug		22-Aug

Table 1. Published corrections (2011 & 2016)

¹¹ Throughout the report, this column signifies corrections that were published following either IPSO mediation or decision by the Complaints Committee.

In both years the corrections were published in a dedicated space entitled 'Amplifications and Corrections', positioned at the left-bottom corner of the page (pictures 1 and 2, below). In 2016, the publication also included a 'policy statement' (picture 2, below).



Picture 1. Example of correction (7 June 2011)



Picture 2. Example of correction and policy statement (23 June 2016)

In 2011 and 2016, the corrections were not located on the same page. For instance, in 2011, corrections were published from page 23 to page 62, whereas in 2016, from 21 to 38. This variety is also depicted in the figures below (figures 1 and 2). It should be highlighted though that in both years, the corrections were consistently published on the letters page, a page that is arguably scrutinised by readers and attracts a lot of attention. The designated column for corrections and clarifications has been, since the 1950s, on the letters page, which does differ in page number, but not in title.

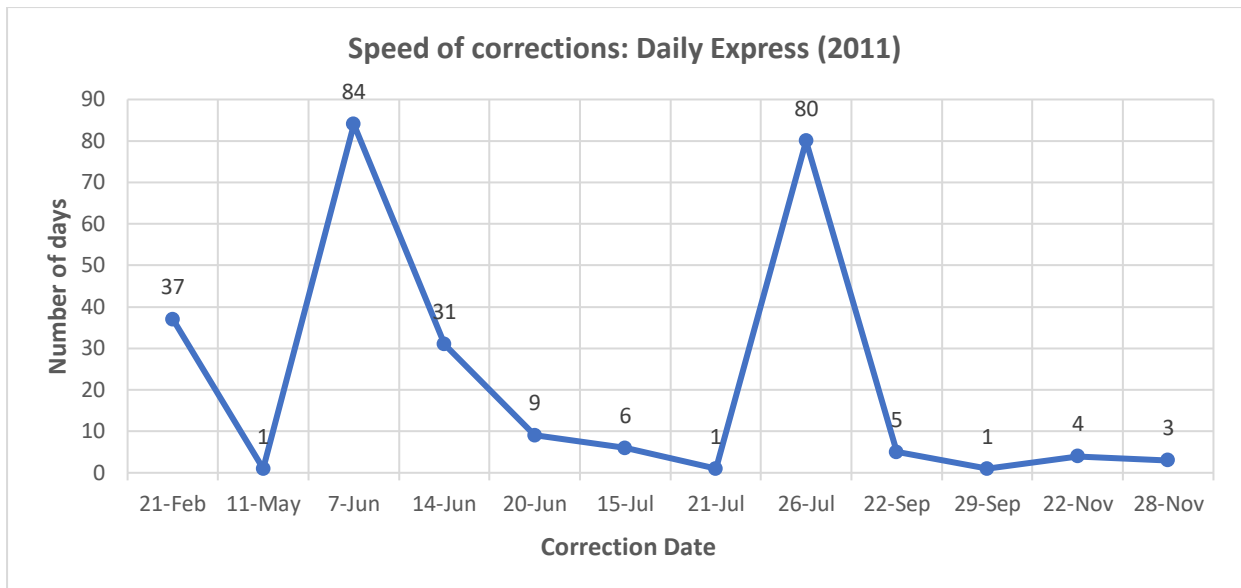


Figure 1. Pages on which corrections were published in 2011.

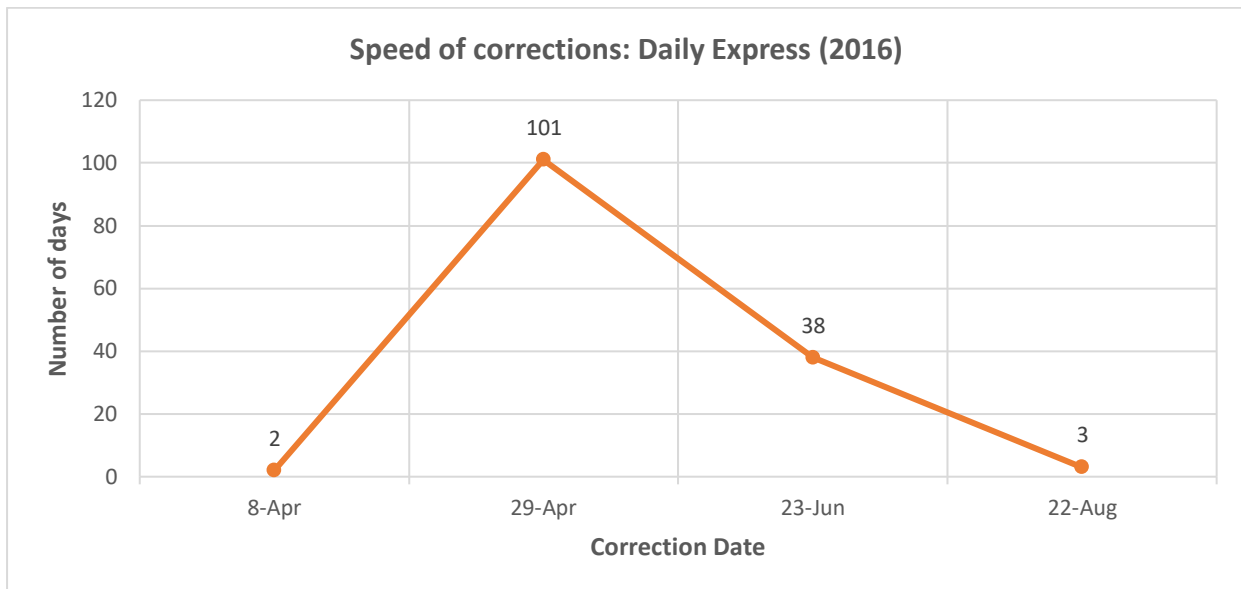


Figure 2. Pages on which corrections were published in 2016.

A notable difference is observed on 11 May 2011, where the correction did not follow the same pattern. It was simply entitled ‘Clarification’ and positioned on the right-hand bottom corner of page 30 (picture 3, below). This correction did not follow the usual format, as it was handled directly by the Editor.

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‘Brick attack’ youth let off GBH charge

A TEENAGER accused of throwing a brick which hit a four-year-old girl in the face has had his charge reduced by prosecutors.

The 17-year-old was initially charged with attempted wounding with an attempt to cause grievous bodily harm, which carries a potentially severe sentence.

The little girl was knocked out, lost two teeth and was left with a broken nose and shards of glass embedded in her face after the alleged attack in Grimsby, Lincoln, in April. But Grimsby Magistrates' Court was told that, following a review, the Crown Prosecution Service agreed to reduce the charge to that of wounding.

The youth, who cannot be named for legal reasons, pleaded not guilty.

The girl was hurt when a brick was hurled through the window of her father's van after he told a gang of 15 youths to stop kicking a football at his vehicle. The case was adjourned until May 29 for a pre-trial hearing.

Clarification

In Tuesday's edition of the Daily Express in a Your Health feature headlined: 'Blood clot shame of our lay hospitals' some Department of Health figures quoted were incorrect.

The percentage of patients screened for DVT should have read as follows: Torbay Hospital run by the South Devon Healthcare Trust, 82.4 per cent. Airedale NHS Trust, 71.1 per cent. Doncaster & Hassetlaw Hospitals Trust, 63.3 per cent. Colchester Hospital, 68.6 per cent. Southampton University Hospitals Trust, 81 per cent and Countess of Chester Hospital, 91.8 per cent.

Ann

Picture 3. Example of correction (11 May 2011)

Occasionally, corrections in 2016 included subheadings, which highlighted the theme of the correction. This was the case with three out of four corrections in 2016 (see example in picture 4, below). Likewise, a correction that followed an IPSO ruling (29 April 2016, picture 5, below) was presented in a similar way.

He is making Labour a laughing stock and unelectable. But in a way it is reassuring to know that he will never get within a million miles of wielding power in this country.

Alexander McKay, Edinburgh

always carry a big stick."

This is where Corbyn falls down in the eyes of the British electorate since he wishes to dispense with the big stick.

If he really wishes to get the British electorate on board with his ideas, he will need to adopt the Rooseveltian outlook.

Otherwise he will always be

independence white paper as "drivel".

Yet still the First Minister is jettisoning off all over the world in her quest to be recognised as a worldwide stateswoman. And she is still finding time to preach about another independence referendum.

Ian Balloch, by email

AMPLIFICATIONS AND CLARIFICATIONS

THE TRUSSELL TRUST

The Trussell Trust, which runs 53 foodbanks across Scotland, has asked us to point out that it has no links with Greater Maryhill Foodbank, which was featured in a story last week after the foodbank's founder was charged with fraud. No foodbanks in the Trussell Trust network have ever been investigated for an alleged crime of this nature and all work to high ethical standards and practices.

Ten things you never knew about... roses

On August 22, 1485, Richard III was killed at the Battle of Bosworth Field, effectively bringing to an end the Wars of the Roses. We've had ten facts about Richard III before, so here are some facts about roses.

1. Although the white rose was an emblem of York at the time of the wars, the red rose was not adopted by the House of Lancaster until later...
2. ...though it had been one emblem of Henry IV, the first king of the House of Lancaster.
3. President George Washington was one of the first rose-growers in the USA.
4. The Mary Washington Rose, which he is said to have named after his wife, is still grown today.
5. Other people to have had roses named after them include Mozart, Handel and Princess Diana.
6. The first blue rose was created by genetic engineering in 2009.
7. The rose is one of only three flowers mentioned by name in the Bible. The others are lilies and camphire (also known as henna-plant).
8. Almost all roses have five petals. The exception is *rosa sericea* which grows on mountains in Asia.
9. In 1986 Ronald Reagan signed legislation making the rose the floral emblem of the USA.
10. Technically roses do not have thorns, which are deeply embedded, but prickles, which grow on the stem and can be broken off more easily.

Vote was won so let's get on and leave EU

PLEASE let us get on with the process of quitting the EU. It is quite obvious that the tales of impending doom were meant to frighten the public. So get on with the job, Theresa.

Enid Nicholas, by email

WILLIAM HARTSTON

objects they had an interest in (i.e. the toy or novel objects)."

Fascinated by all this, I hailed a passing canine and asked what he thought had been going on in the experiment.

"Frankly I'm not at all surprised," he said. "It's not that we can't work out what we're meant to do, or don't want to be helpful. It's just the result of all our earlier training."

I asked what he meant, and he explained: "Well just put yourself in our position," he said. "You spend years and years being told to sit, stay, roll over or play dead, and then they take you into a room where a lady is scribbling notes on a notepad. Then she wanders off and comes back again without the notepad."

"Is it not reasonable to assume that she has finished her note-taking and has no further use for the notepad? Perhaps what she wants now is a stapler to staple the notes together. Or she might be more a paperclip sort of girl. On the other hand, having finished her work, she might be looking for a doggy toy to play with us. How are we expected to know?"

"I think further research is needed."

A conclusion I am sure the researchers would agree with.

The Daily Express is a founding member of IPSO, the Independent Press Standards Organisation, and we observe the Editor's Code of Practice it enforces. You can write to IPSO at Milton House, 20/23 Holborn, EC3N 2JD or e-mail them at complaints@ipso.co.uk.

If we have published anything which you believe

to be factually inaccurate please go to www.express.co.uk/contactus where you will find an easy to use form. Alternatively you can write to Readers Editor, Daily Express, 10 Lower Thames Street, London EC3R 6EN. We will do our best to correct it as soon as possible.

If you have a complaint concerning a breach of the

Code please go to www.express.co.uk/contactus where you will find our complaints policy and procedure. Alternatively, once you have established that your complaint falls within the complaints procedure, you can put your complaint in writing to Complaints, Daily Express, 10 Lower Thames Street, London EC3R 6EN.

Picture 4. Correction with a subheading: 22 August 2016

Government is focusing on money not our future

I WOULD like to think that our government is not so deluded as to think that the forthcoming referendum is a forgone conclusion and we as an obedient public will

greats such as Dailey Thompson and Seb Coe

Now we have a messy mishmash and poor Tom Daley's trunks are so small they leave nothing to the imagination. I fear they may slip off when he hits the water.

Sandra Cunningham,
Boston, Lincs

ones who look like losers.

Critics also need to remember that a designer kit which has a look an appeal which speaks to young people will help them aspire to become our next generation of Olympic competitors.

Daniel Robson,
Newark, Notts

cover any extensions necessitated by the job.

I well remember doing 52 days of eight and 10-hour shifts, changing from morning starts to afternoons then night shifts, to the detriment of family life – but it was expected.

Alec Telford,
Darlington, Co Durham

"I esco tuo caro points add up," she informed me, which struck me as rather a ridiculous thing to say.

"Well what else would they do?" I asked. "You'd hardly subtract them instead of adding them up and multiplying them would lead to a totally unsustainable exponential growth rate."

"You'd never believe some of the customers we get in here," she said. "We had a man in this morning who thought that we worked out people's club card totals by taking the geometric mean of the individual amounts. Would you believe it?"

"No," I said.

"Please take your items," she said dismissively. "Well what else would I do with them?" I asked. "Leave them here? I've been around the shop, selected the items I want, scanned them and paid. I hardly need telling to take them."

A high-pitched whine then emerged from the machine accompanied by the words, 'Assistance! Assistance! Unexpectedly pedantic shopper in the scanning area.'

I grabbed my shopping and ran to the exit. I can't wait for my old friendly check-out machine to return.

AMPLIFICATIONS AND CLARIFICATIONS

CORRECTION FOLLOWING A RULING BY IPSO

On January 18, 2016 we reported the annual tidal wave of non-EU migrants who use European passports to gain access to Britain was 228,000. This number is the total known number of non-EU migrants to entered Britain with European passports not the annual figure.

Ten things you never knew about... dancing

WILLIAM HARTSTON

Today is International Dance Day, celebrated every year on April 29, which was the birthday of French ballet master Jean-Georges Noverre (1727-1810).

1. The English actor and theatrical manager David Garrick (1717-1779) called Noverre "The Shakespeare of the dance".
2. The earliest known evidence of dancing comes from 9,000 year-old cave paintings in India.
3. Capoeira is a martial art based on dancing developed by slave descendants in Brazil in the 16th century.
4. In 2014, Unesco gave capoeira special protected status as an "intangible cultural heritage".
5. "Never give a sword to a man who can't dance," (Confucius).
6. Break dancing began in the 1970s in New York as a non-lethal form of street fighting between street gangs.
7. Some say that ballet was invented in 1459 for a royal wedding in Italy with dances representing the dishes being served.
8. St Vitus is the patron saint of dancers.
9. St Vitus' Dance is a neurological disorder characterized by rapid, involuntary movements.
10. "Let us read, and let us dance; these two amusements will never do any harm to the world." (Voltaire).

The Daily Express is a founding member of IPSO, the Independent Press Standards Organisation, and we observe the Editor's Code of Practice it enforces. You can write to IPSO at Daily House, 1 Farringdon Street, London, EC4A 3DF or e-mail them at complaints@ipso.co.uk. If we have published anything which you believe to be factually inaccurate please go to www.express.co.uk/contactus where you will find an easy to use form. Alternatively you can write to Readers' Editor, Daily Express, 10 Lower Thames Street, London EC3R 6EN. We will do our best to correct it as soon as possible.

If you have a complaint concerning a breach of the Code please go to www.express.co.uk/contactus where you will find our complaints policy and procedure. Alternatively, once you have established that your complaint falls within the complaints procedure, you can put your complaint in writing to Complaints, Daily Express, 10 Lower Thames Street, London EC3R 6EN.

All corrections and clarifications which result from complaints to this publication will be published on this page.

Picture 5. Correction with a subheading: 29 April 2016

Another important factor when measuring prominence concerns the position of the breach of the Code within the original publication in comparison with the correction page.¹² For the majority of the corrections (75%), the original publication page preceded the correction page (highlighted in table 2 and figure 3). These are indicated in bold in the table below.

Correction number	Newspaper title	Year	Date of correction	Original page number	Correction page
1	Daily Express	2011	21-Feb	34-35	50
2	Daily Express	2011	11-May	32	30
3	Daily Express	2011	07-Jun	30	26
4	Daily Express	2011	14-Jun	10	26
5	Daily Express	2011	20-Jun	40	62
6	Daily Express	2011	15-Jul	12	35
7	Daily Express	2011	21-Jul	12	26
8	Daily Express	2011	26-Jul	25	26
9	Daily Express	2011	22-Sep	28	26
10	Daily Express	2011	29-Sep	24	31
11	Daily Express	2011	22-Nov	5	26

¹² See IPSO, 'Due prominence guidance', <https://www.ipso.co.uk/press-standards/guidance-for-journalists-and-editors/due-prominence-guidance/>. It is noted that including the page number of the original publication in the correction is not considered as part of a decision about due prominence by IPSO. Also, there are cases across the report that this information is occasionally missing: either because the date of the original article is unknown, or because the article has been removed from the database, or because access is restricted:

12	Daily Express	2011	28-Nov	19	23
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Table 2. Prominence: Original page and correction page (2011).

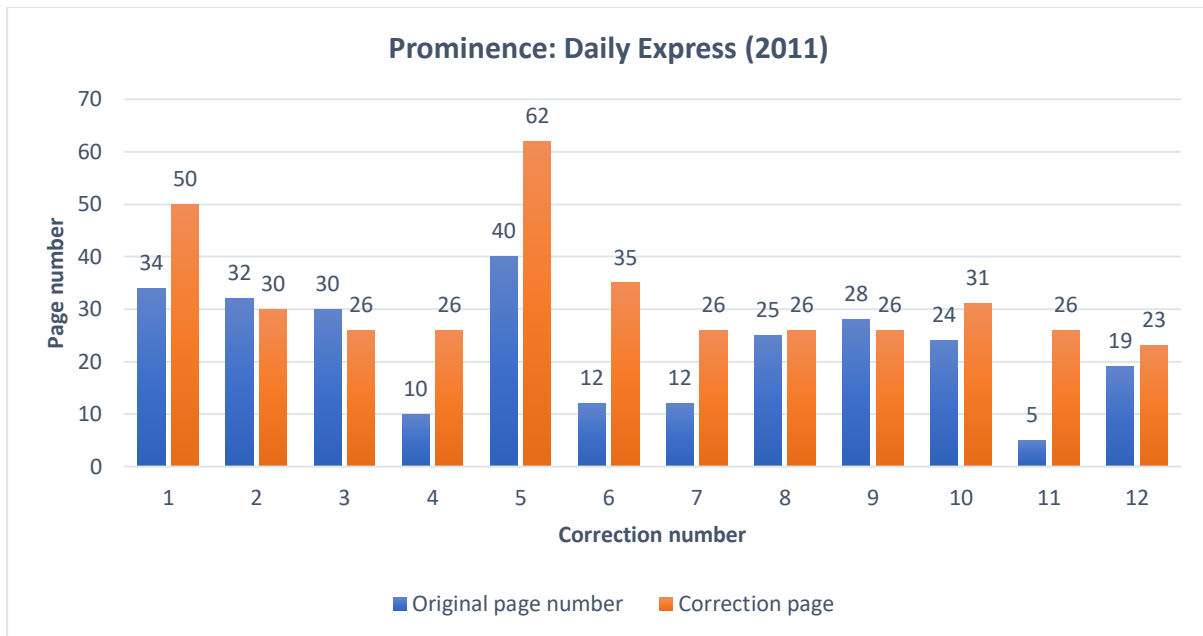


Figure 3. Prominence: Original page and correction page (2011).

This tendency remained the same in 2016, as the corrections were also published on a later page (table 3 and figure 4).

Correction number	Newspaper title	Year	Date of correction	Original page number	Correction page
1	Daily Express	2016	08-Apr	6	27
2	Daily Express	2016	29-Apr	12	38
3	Daily Express	2016	23-Jun	6	27
4	Daily Express	2016	22-Aug	4	21

Table 3. Prominence: Original page and correction page (2016).

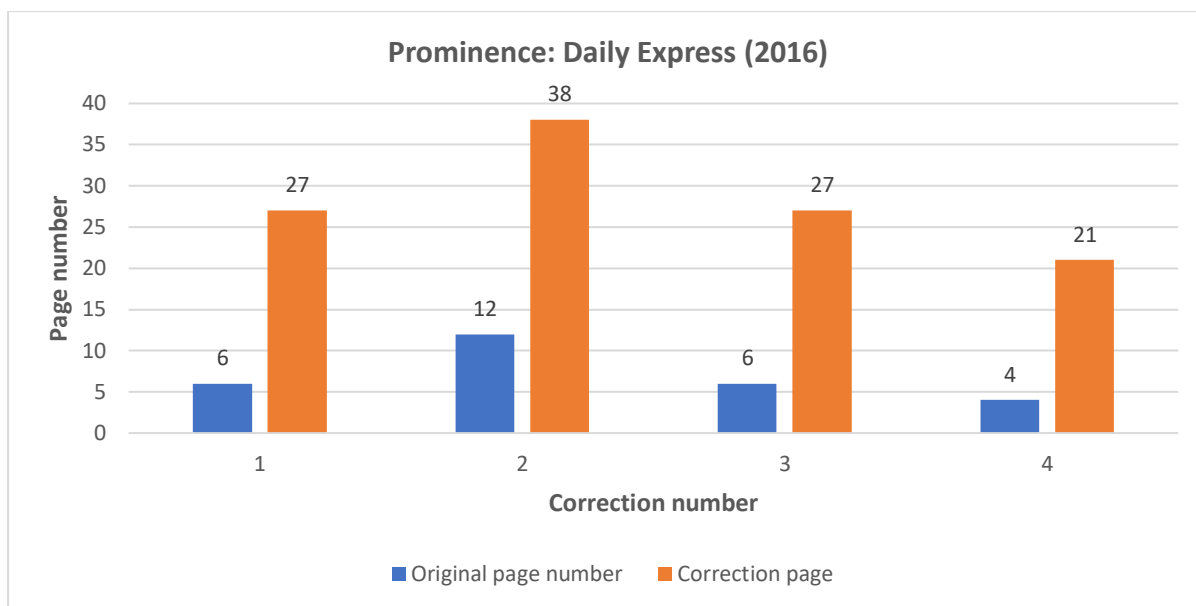


Figure 4. Prominence: Original page and correction page (2016).

Speed of corrections

The time period between the original article and the published correction varied in 2011 from 1 day to 84 days (table 4, figure 5). The longest delay was observed in a case pertaining to a personal matter, where the correction was published as part of a settlement agreement. The correction is shown in picture 6 below.

Correction number	Newspaper title	Year	Date of original publication	Date of published correction	Timeliness
1	Daily Express	2011	15-Jan	21-Feb	37 days
2	Daily Express	2011	10-May	11-May	1 day
3	Daily Express	2011	15-Mar	07-Jun	84 days
4	Daily Express	2011	13-May	14-Jun	31 days
5	Daily Express	2011	11-Jun	20-Jun	9 days
6	Daily Express	2011	09-Jul	15-Jul	6 days
7	Daily Express	2011	20-Jul	21-Jul	1 day
8	Daily Express	2011	07-May	26-Jul	80 days
9	Daily Express	2011	17-Sep	22-Sep	5 days
10	Daily Express	2011	28-Sep	29-Sep	1 day

11	Daily Express	2011	18-Nov	22-Nov	4 days
12	Daily Express	2011	25-Nov	28-Nov	3 days

Table 4. Speed of corrections (2011)

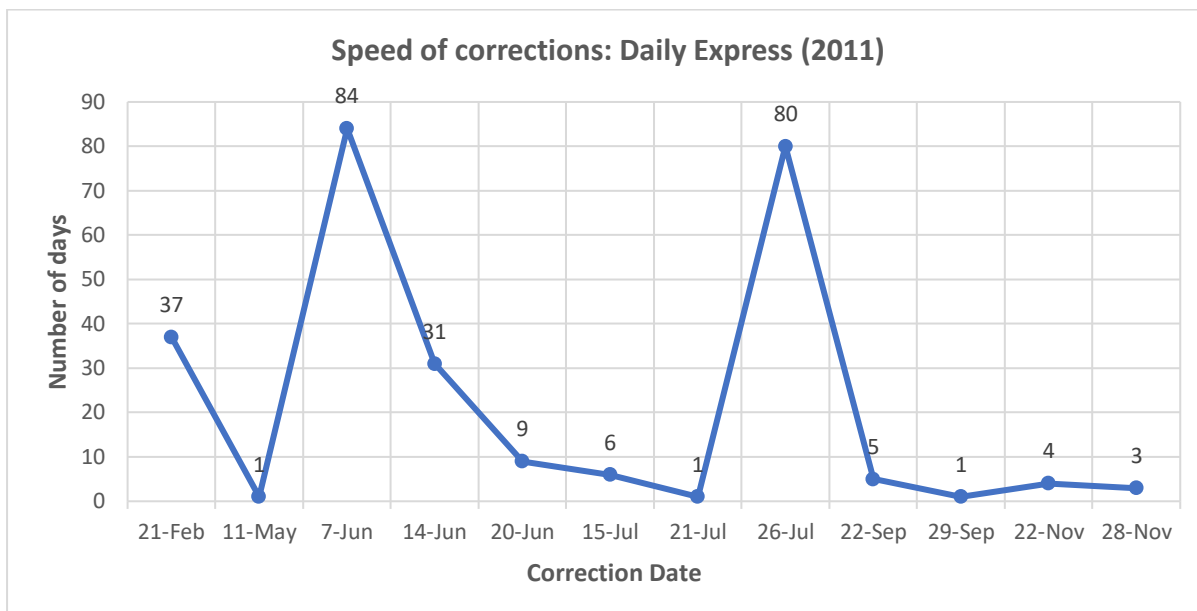


Figure 5. Speed of corrections (2011)

In 2016, the correction publication time also varied widely from 2 days to 101 days (table 5, figure 6). The longest delay of 101 days concerns a correction published on 29 April 2016 following the publication of the original article on 18 January 2016 (picture 7, below). The complaint was received by the newspaper on 21 January, and it was passed to IPSO's Complaints Committee for consideration on 15 February. The decision was not reached until April and a copy was sent to the publication on 19 April. On 26 April, the publication was advised by IPSO that the complainant was not requesting a review, and the newspaper was asked to provide a proposed wording for a correction, which was offered the day after. It should be noted that corrections that follow IPSO's intervention usually require a longer time period due to the in-depth nature of the IPSO investigation process.

Correction number	Newspaper title	Year	Date of original publication	Date of correction	Timeliness
1	Daily Express	2016	06-Apr	08-Apr	2 days
2	Daily Express	2016	18-Jan	29-Apr	101 days
3	Daily Express	2016	16-May	23-Jun	38 days

4	Daily Express	2016	19-Aug	22-Aug	3 days
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Table 5. Speed of corrections (2016)

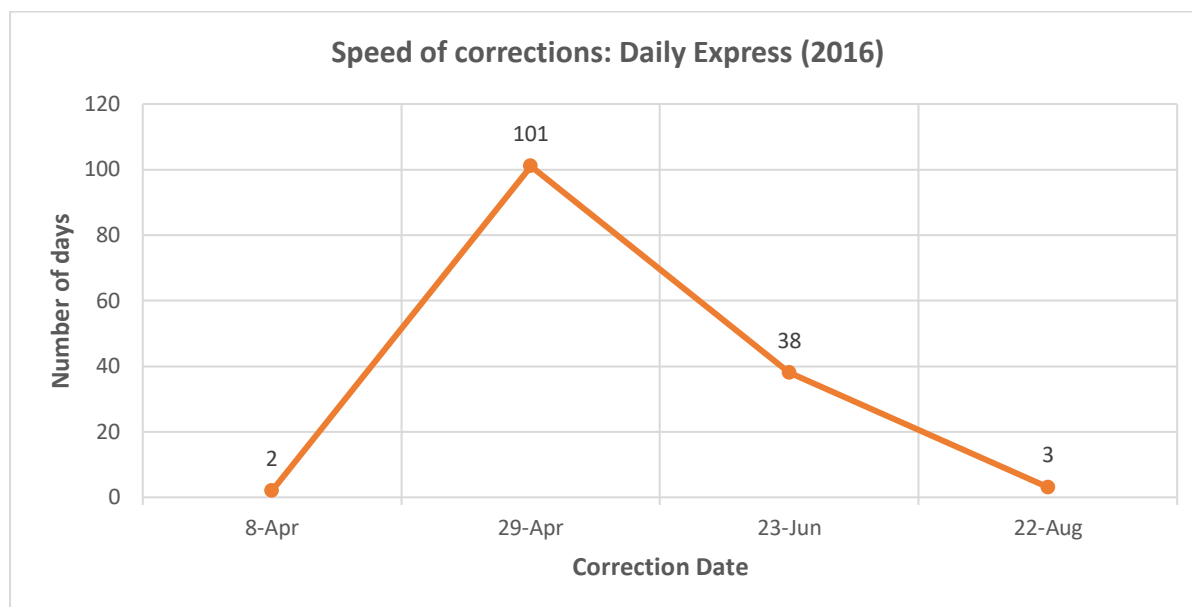
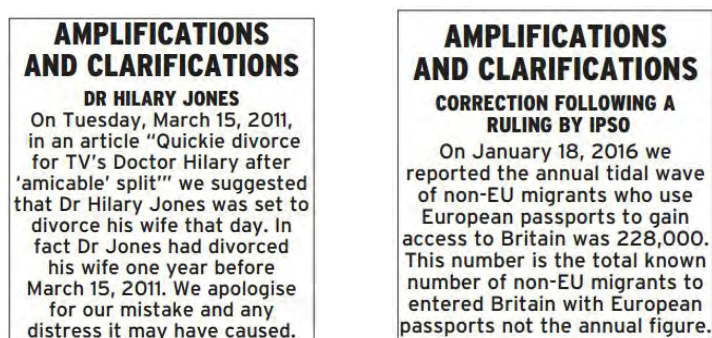


Figure 6. Speed of corrections (2016)



Picture 6. 7 June 2011, timespan: 84 days Picture 7. 29 April 2016, timespan: 101 days

The timeframe for both years is captured visually on the figure below (figure 7). The median for 2011 was 6 days, whereas for 2016, 21 days.

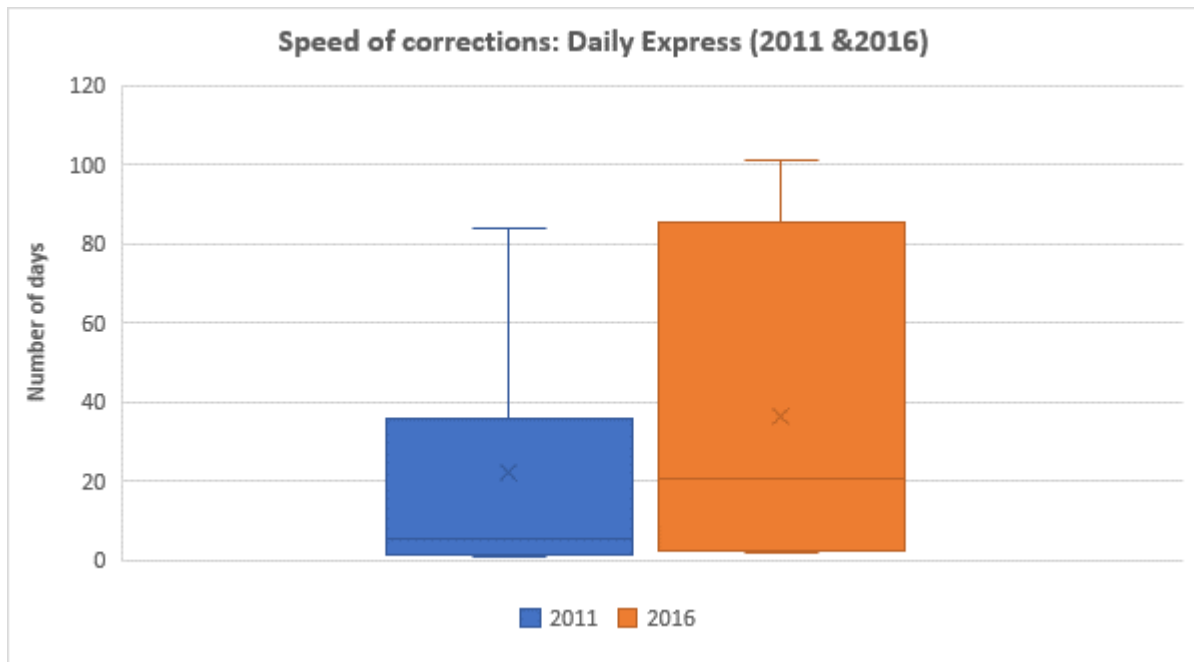


Figure 7. Speed of corrections (2011 & 2016)

Adequacy of corrections

In most cases the Daily Express managed to underscore the error and to establish the correct position.

There are no cases where clarifying information included an individual's or an organisation's denial of the claim, but there are a couple of instances, for example on 14 June 2011 and on 08 April 2016 when the publication was asked by a particular organisation to underline specific clarifying information (pictures 8 and 9, below).

AMPLIFICATIONS AND CLARIFICATIONS

In our article "5 Years for Nazi Monster" (May 13) we referred to Poland's Sobibor extermination camp. **The Polish Embassy** has asked us to point out that there has never been a Polish-run extermination camp.

Picture 8. 14 June 2011

AMPLIFICATIONS AND CLARIFICATIONS

NETWORK RAIL - CORRECTION

In our article published on April 6, 2016 entitled 'EU pension rules could scupper UK steel rescue' we reported Network Rail had spent £5m on foreign steel in the past year. In fact the correct figure is £2.95m. **Network Rail has advised that it** spends in excess of £75m on British steel every year and 96% of its steel rail is sourced directly from Tata Steel's Scunthorpe plant.

Picture 9. 08 April 2016

Moving beyond IPSO requirements, additional elements that could be regarded as indicators of the quality of corrections are the inclusion of the headline and the date of the original article, the inclusion of an apology, and the amount of words a publication dedicates to its corrections.

In 2016, three out of four corrections included the headline and the date of the article, while the fourth one was agreed by IPSO. In 2011, only one correction did not include the headline and date of the article. The percentage of apologies included in the published corrections¹³ amounted to 36% of all the corrections in 2011, whereas in 2016 none of the corrections included an apology. However, this difference can be explained by the type of the errors in question, as the corrections published in 2016 did not concern personal matters and they did not require an apology. The number of words the Daily Express dedicates to its published corrections, ascertained via an examined sample of 50% of the corrections of 2011 and the whole sample for 2016, indicates that in 2011, the average number was 51 words, while in 2016 it was 40 words. In 2011, the count ranged from 35 to 118 words, whereas in 2016, there is less of a range and the word count only varies from 33 to 44 words.

¹³ According to Clause 1 (ii) of the Editor's Code, an apology only needs to be published 'where appropriate'. Apology is required for instance in cases of serious inaccuracies causing significant hurt or embarrassment or leading to criticism.

3.2. Daily Mail

Prominence of corrections

The Daily Mail published 70 corrections in 2011 and 78 corrections in 2016 (table 1 is included in Appendix 3 due to its size). Of the corrections published in 2016, five followed IPSO intervention and resulted in the newspaper publishing a correction, or clarification, (table 2, below). Two corrections were published as a result of an IPSO ruling whilst the other three were published as part of an IPSO mediated resolution to the complaint.

Newspaper title	Year	Date of original publication	IPSO resolution/ ruling	Date of correction
Daily Mail	2016	21-Jan	24-Mar resolution	24-Mar
Daily Mail	2016	16-Jun	20-Sep ruling	17-Jun
Daily Mail	2016	27-May	21-Jul resolution	25-Jul
Daily Mail	2016	14-Dec	02-Aug ruling	31-Aug
Daily Mail	2016	08-Aug	13-Oct resolution	07-Nov

Table 2. Published corrections after an IPSO ruling or mediated resolution (2016)

These corrections concern only the Daily Mail, as the newspaper has a different editorial operation from Mail Online and Mail on Sunday. The Mail Online occasionally re-publishes material from the print version so if a correction concerns this content then it is directed to the Daily Mail team. The complaint resides with the title as, based on information from the newspaper, the important thing for the Daily Mail is not where the story was published, but who made the enquiries, who checked the facts and who wrote the story. In 2011, all complaints against the Daily Mail and Mail Online were handled by the same team of three people, however the newspaper changed this practice, and since 2016, there are two teams: one for Daily Mail, which consists of three people, and one for Mail Online, which consists of four people. The Managing Editor is head of the team that oversees the Daily Mail. The expansion of the complaints team means a more efficient complaints handling system.

Regular training seminars and circulation of memos about accuracy issues and adjudications also serve to raise awareness of standards.

For the newspaper, every complaint deserves an answer and every complaint that actually has something to correct results in a published correction. The newspaper replies to even minor accuracy or technical points, which might not change the nature of the story, and which can also be responded to not only by way of a published correction, but also by way of a clarification, or a footnote online. Occasionally, a correction might get prioritised, if for instance there is an 'intrusion' element, or if it causes an effect on someone personally in matters of grief or shock.

In 2011 and 2016 the corrections were published in a dedicated space entitled 'Clarifications and Corrections', positioned at the bottom of page 2. The clarifications box was added to the newspaper on 17 October 2011, before that date there was no dedicated space in the newspaper for publishing corrections. Prior to the introduction of the clarifications box, the complaints handling process lasted longer, as the newspaper had to negotiate with the complainant about the page the correction was to be placed on in the paper. Having a 'fixed slot' is regarded as an advantage by the newspaper, which has led to less bureaucracy.

The pictures below (1 and 2) demonstrate the position of published corrections in the Daily Mail on 17 October 2011 and 17 October 2016 respectively. This position was also used for other corrections published within the sample. A frequent practice in 2011 was the inclusion of multiple corrections on the same day. In 2016, there were fewer instances of multiple corrections, so corrections were published on more days.

The image shows a page from the Daily Mail newspaper dated 13 December 2011. At the top, there is a 'Europe forecast' section with weather predictions for various European cities. Below this is a 'Around the world yesterday' section with brief news snippets from different parts of the globe. The central part of the page features a large article titled 'Clarifications & corrections' with a red border. This section contains several paragraphs of text, including a correction regarding a graphic in Saturday's paper and a report on demonstrations outside the Scottish parliament. To the right of the main text, there are smaller sections, including one about a presidential election and another about a skunk. At the bottom of the page, there is a large box with the text 'INSIDE: Sudoku 35 & 36, Offers & Calner 38, Letters 48 & 49, TV & Radio 50-53, City 56-59'. On the far right, there is a small box with the text 'IF YOU CAN'T GET YOUR DAILY MAIL... We always try to keep your favourite newspaper available at all times, but if the Mail was sold out at your retail outlet, please let us know by calling free on 0800 7815425 or by emailing us on availability@daily.co.uk and we will act upon it straight away.'

Picture 1. Example of correction (13 December 2011)

Moon and Sun A000 (rise: 7:45am, sets: 6:48pm) Sun (rise: 7:28am, sets: 6:02pm) Moon (rise: 7:45am, sets: 6:48pm) HGM TIDE: London Bridge 3.34pm Liverpool 12.45pm			
Europe forecast today c f tomorrow c f Amsterdam showers 16 15 Bristol fair 17 15 Cardiff showers 16 15 Dublin fair 17 15 Frankfurt showers 16 15 Glasgow fair 17 15 Hamburg fair 17 15 Helsinki fair 17 15 London fair 17 15 Madrid cloudy 16 15 Manchester fair 17 15 Milan fair 17 15 Moscow fair 17 15 New York fair 17 15 Paris cloudy 16 15 Rome fair 17 15 Stockholm fair 17 15 Warsaw fair 17 15 Zurich fair 17 15			
Around the world yesterday weather c f weather c f weather c f Nagasaki sunny 32 80 Florence sunny 21 70 New Delhi sunny 35 95 Amsterdam sunny 13 56 Karachi showers 22 75 New York fair 17 63 Athens sunny 33 91 Geneva cloudy 13 56 Rome fair 22 68 Auckland fair 17 63 Gibraltar fair 16 61 Rio de Janeiro cloudy 24 75 Bahrain sunny 30 86 Jerusalem sunny 18 64 Adelaide fair 16 61 Barcelona fair 16 61 Helsinki cloudy 16 61 Paris fair 16 61 Beijing sunny 25 77 Hong Kong fair 28 82 Perth sunny 18 62 Bogota fair 16 61 Istanbul sunny 17 61 Prague fair 16 61 Beirut sunny 27 81 Montreal fair 16 61 Rhodes sunny 23 77 Bilbao fair 17 61 Jinan sunny 17 61 Seoul cloudy 16 61 Birmingham fair 16 61 Kuala Lumpur sunny 30 86 Sydney sunny 22 72 Bonn fair 16 61 Lima sunny 21 64 Taipei sunny 27 81 Buenos Aires fair 16 61 Los Angeles sunny 24 75 Vancouver cloudy 16 61 Calicut sunny 27 81 Moscow sunny 21 70 Washington cloudy 16 61 Chennai sunny 32 90 London fair 18 64 Wellington sunny 27 81 Colombo sunny 30 86 Madrid fair 16 61 Yerevan sunny 27 81 Copenhagen fair 16 61 Manila fair 16 61 Zanzibar sunny 27 81 Curitiba fair 16 61 Mexico City sunny 21 70 Zagreb sunny 22 72 Dallas fair 16 61 Mumbai fair 17 61 Taipei sunny 27 81 Delhi fair 16 61 Nagasaki fair 16 61 Tokyo sunny 27 81 Denver fair 16 61 Osaka fair 16 61 Wellington sunny 27 81 Detroit fair 16 61 Perth fair 16 61 Warsaw fair 16 61 Dublin fair 16 61 Rome fair 16 61 Zurich fair 16 61 Edinburgh showers 16 61 Stockholm fair 16 61 Warsaw fair 16 61 Helsinki fair 16 61 Warsaw fair 16 61 Warsaw fair 16 61			

Hogan-Howe has even suggested that victims of cybercrime should not be refunded if they have not protected themselves properly online.

On burglary, Mr Kay said: 'It is right that people take responsibility. If they knew we were not investigating it, they may take notice. What the National Health Service will say is, "We are not going to operate on you because your body mass is too high. They have not helped themselves to prevent an illness." Yet if people leave doors or windows open there is an expectation the police will investigate.'

'I would far rather my officers were spending their time preventing crime, protecting the public and focusing on other stuff than things that are preventable.' His

to 'bear down on persistent, dishonest criminality' was as important as the need to educate 'foolish householders'.

He added: 'I can understand Mr Kay's frustration when householders or students in halls of residence make it easier for burglars but that does not permit him to suggest to the people of Leicestershire that burglars will not be investigated.'

Andrew Bridgen, Tory MP for North West Leicestershire, said: 'I hope the force are putting this out there as a way of reminding the public of the importance of not leaving doors or windows open.'

Mr Kay stressed he was not suggesting the force was about to adopt his idea as policy but said it was a worthwhile topic of debate. The assistant chief constable's comments came during a discussion on

sents thousands of Loughborough students, said she was astounded by Mr Kay's remarks. Chris Taylor, a chaplain at the university, described them as outrageous.

Kevin Choules, a former Metropolitan Police detective sergeant who ran burglary squads during a 32-year career, said: 'Police do not seem to treat detecting burglars with the same enthusiasm as we did in the past. With these comments, this officer will make it even easier for burglars.'

'Burglars are opportunistic people who will go for a house with a window open over one with a dog inside - but it is still burglary and still needs tackling.'

The latest Crime Survey for England and Wales noted 701,000 domestic burglaries between March 2015 and April - a drop of 11 per cent on the previous year.

Clarifications & corrections

■ AN article on July 23 ('Terrifying price of Merkel's delusion') about a terrorist attack on a German commuter train included a reference to the shooting at a Munich shopping centre on July 23. Since publication, it has become clear that the gunman Ali Sonbolji held dual German-Iranian citizenship and was born and raised in Germany. We apologise for any contrary impression given.

■ AN article on October 10 'Eat to beat the menopausal' included a conversion error in the recipe for cherry cake. The correct amount of baking powder should be 1.5 teaspoons not 175g as we wrongly stated.

■ To report an inaccuracy, please email corrections@daily Mail.co.uk. To make a formal complaint under IPSO rules please go to www.dailymail.co.uk/readereditor where you will find an easy-to-use complaints form. You can also write to Readers' Editor, Daily Mail, Norfolk House, 2 Derry Street, London W8 5TT or contact IPSO directly at ipso.co.uk

INSIDE: Mail Lotto 10, Sudoku 39-41, Offer & Cainer 42, Letters 51, TV 52-55, City 63

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 We always try to keep your favourite newspaper available at all times but if the Mail was sold out at your retail outlet please let us know by calling freephone 0800 272 0808 or by emailing us on availability@dailymail.co.uk and we will act upon it straight away. *Calls to 0800 numbers are free from UK landlines. Calls from mobiles may be charged.

Picture 2. Example of correction (17 October 2016)

There is information available about the page on which the original article was published for 66 of the 70 corrections published in 2011 (94%). This information is set out in Table 3 in Appendix 3. 63 corrections of the 66 for which information is available, were published on a page earlier than the original article. On three occasions, the correction that was published related to an article which featured on the front page. (31 October, 1 November 2011 and 14 November 2011). Figure 1 (below) visually captures this tendency.

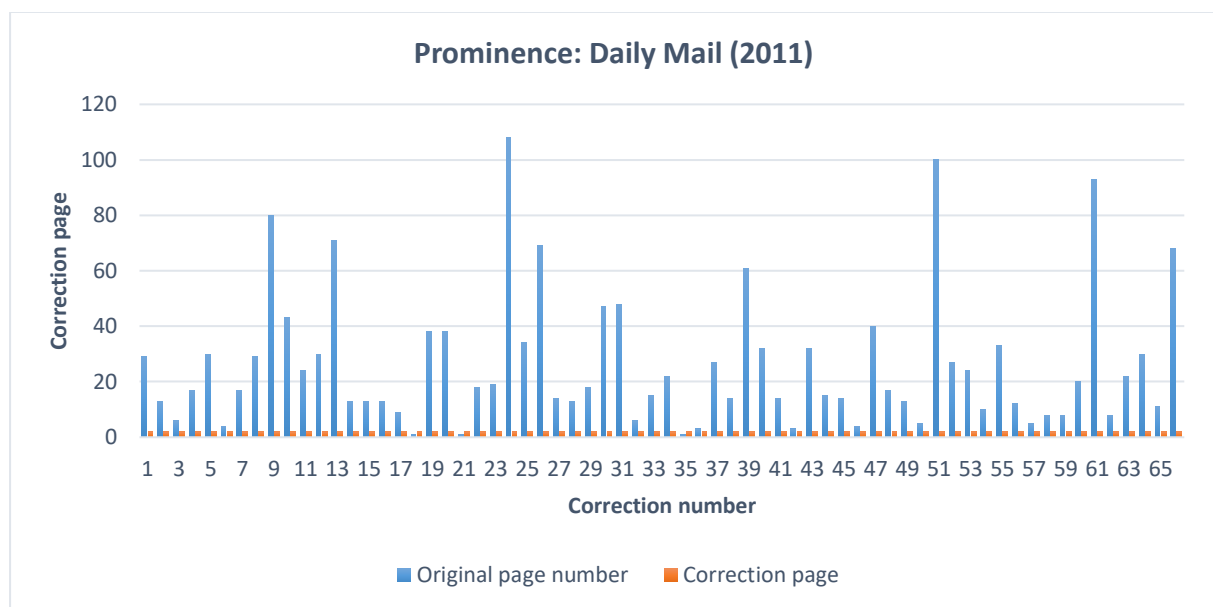


Figure 1. Prominence: Original page and correction page (2011).

There is information available about the page on which the original article was published for 75 of the 78 corrections published in 2016 (96%). This information is set out in Table 4 in

Appendix 3. 69 of the corrections were published on an earlier page than the original article. On six occasions the corrections were published after the original article, which was a front-page story that continued onto pages within the newspaper.

Front-page corrections are usually avoided, and interviews with the newspaper highlighted that the nature of the newspaper (tabloid size) and its restrictive layout meant that there were additional difficulties in publishing corrections on the front page. Also, in the newspaper's view, publishing a correction of a front-page story on page 2 complied with the rule of 'due prominence', which was not equivalent to 'equal prominence'. Indeed, front-page corrections are generally reserved for the most serious cases. Nonetheless, there are circumstances in which a front-page correction may be required, regardless of the existence of an established corrections column.¹⁴ This can be the case when there has been seriously misleading information published on an important subject.¹⁵ The Complaints Committee ruled that this did not apply to the case of a front-page article published a few days before the Brexit referendum, claiming that a group of migrants who arrived in the UK in the back of a lorry were 'from Europe', while in fact they were from the Middle East. This was because the inaccuracy in the headline 'had minimal impact on the meaning of the article as a whole.'¹⁶ The short page 2 correction of this story is shown on picture 3 below.



Picture 3. 17 June 2016

A visual representation of the prominence of corrections, as measured by the page of publication, is shown in figure 2 (below).

¹⁴ Editors' Codebook, p. 23, 24.

¹⁵ *Khan v Daily Mail*, 4 April 2018, <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=20912-17>, last accessed 12 November 2018.

¹⁶ *Dartington v Daily Mail*, 20 September 2016, <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=04051-16>, last accessed 9 April 2019.

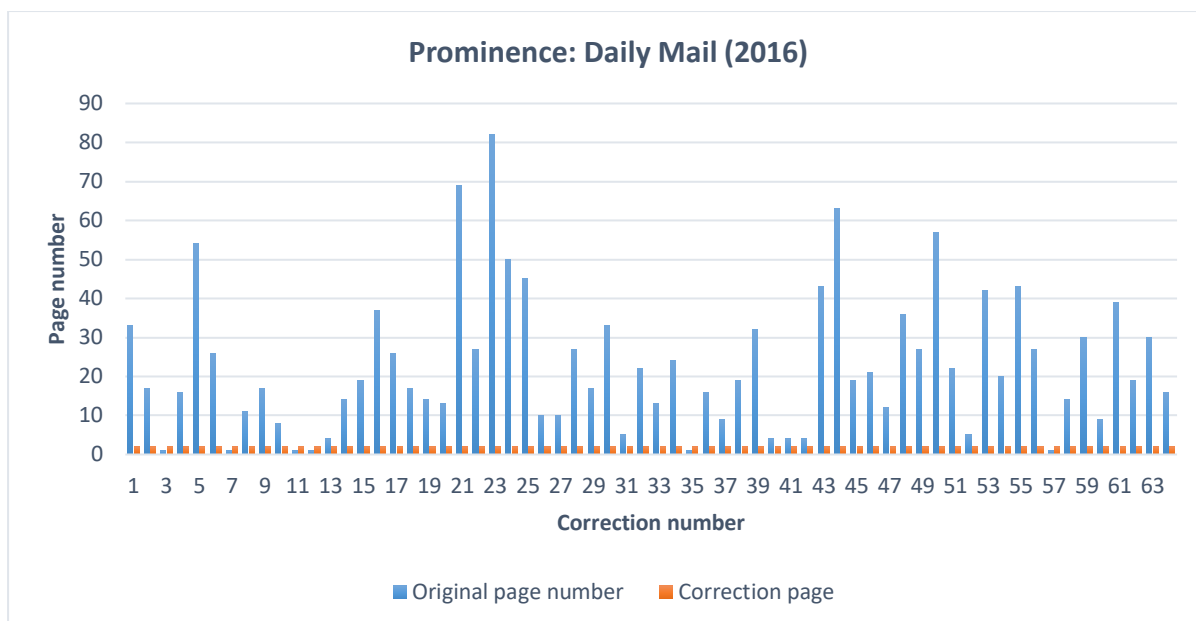


Figure 2. Prominence: Original page and correction page (2016)

Speed of corrections

The period between publication of the original article and publication of the correction, in 2011 varied from 1 to 403 days (table 5 - cited in Appendix 3 in full). The table below highlights cases in which there was more than 28 days between publication of the original article and publication of the correction. Two cases (2.8%) are excluded from the table below (18 October and 19 December 2011) because the date of original publication is not available. The speed with which the Daily Mail published its corrections in 2011 is visually depicted on figure 3.

Correction number	Newspaper title	Year	Date of original publication	Date of correction	Timeliness
2	Daily Mail	2011	09-Sep	17-Oct	38 days
5	Daily Mail	2011	19-Mar	18-Oct	213 days
6	Daily Mail	2011	19-Jul	18-Oct	91 days
9	Daily Mail	2011	05-Aug	19-Oct	75 days
15	Daily Mail	2011	08-Feb	24-Oct	258 days
17	Daily Mail	2011	18-Sep-10	26-Oct	403 days
20	Daily Mail	2011	23-Sep	28-Oct	35 days

21	Daily Mail	2011	27-May	31-Oct	157 days
24	Daily Mail	2011	11-Jul	01-Nov	113 days
26	Daily Mail	2011	27-Jun	03-Nov	129 days
30	Daily Mail	2011	26-Sep	08-Nov	43 days
38	Daily Mail	2011	29-Jun	14-Nov	138 days
41	Daily Mail	2011	18-Oct	16-Nov	28 days
44	Daily Mail	2011	18-Oct	18-Nov	31 days
47	Daily Mail	2011	01-Oct	24-Nov	55 days
51	Daily Mail	2011	11-Oct	01-Dec	51 days
57	Daily Mail	2011	01-Aug	08-Dec	130 days
60	Daily Mail	2011	08-Nov	12-Dec	34 days
66	Daily Mail	2011	09-Sep	16-Dec	98 days

Table 5. Speed of corrections (corrections with a delay higher than 28 days)

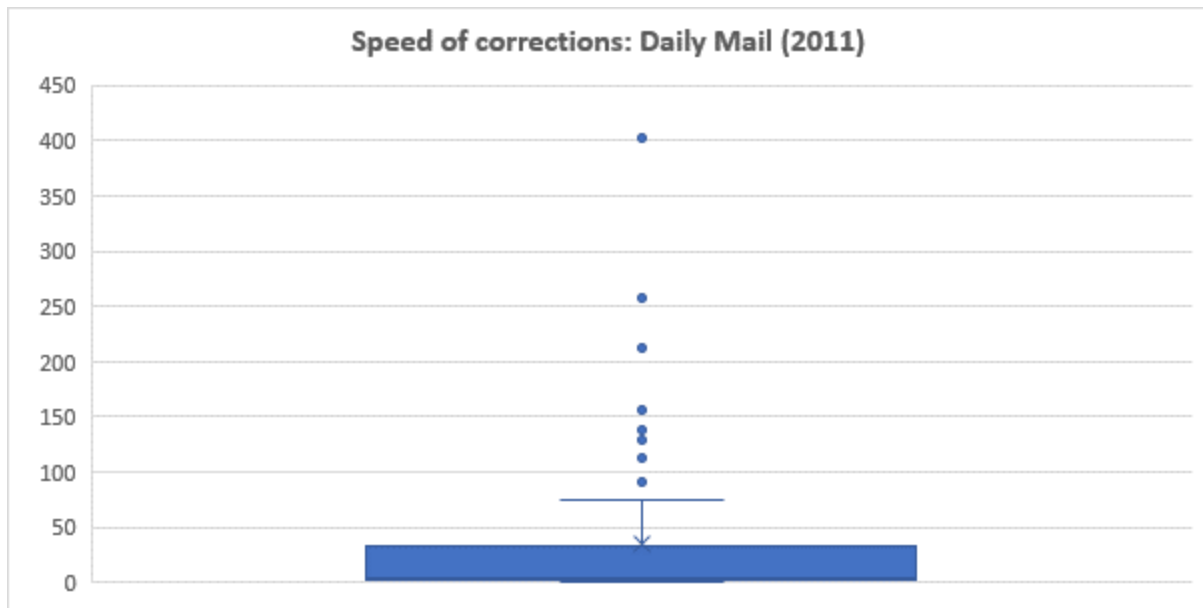


Figure 3. Speed of corrections (2011)

In 2016, the speed of corrections varied from 1 to 260 days (table 6 - cited in Appendix 3 in full). The table below depicts the corrections published more than 28 days after the original publication date, the referral period being used as a rule of thumb in the absence of

information about the actual complaint date and process. Moreover, the table below also includes corrections that followed IPSO's intervention (either a ruling, or a resolution statement). On one occasion (17 June), the correction was published one day after the original article, and before the IPSO investigation started. There was, however, a separate investigation, resulting in an upheld complaint. Speed of corrections is visually represented in figure 18 below, but also in the comparative figure for both years (figure 4, below).

Correction number	Newspaper title	Year	Date of original publication	Date of correction	Timeliness
1	Daily Mail	2016	19-Sep-2015	04-Jan	107 days
5	Daily Mail	2016	27-Jun-2015	27-Jan	214 days
11	Daily Mail	2016	16-Jan	23-Feb	38 days
14	Daily Mail	2016	01-Feb	29-Feb	28 days
21	Daily Mail	2016	21-Jan	24-Mar (resolution)	62 days
24	Daily Mail	2016	29-Jan	01-Apr	62 days
34	Daily Mail	2016	10-Mar	06-Jun	88 days
38	Daily Mail	2016	16-Jun	17-Jun	1 day
41	Daily Mail	2016	26-May	04-Jul	39 days
44	Daily Mail	2016	06-Jun	06-Jul	30 days
45	Daily Mail	2016	03-May	08-Jul	66 days
49	Daily Mail	2016	27-May	25-Jul (resolution)	59 days
55	Daily Mail	2016	14-Dec	31-Aug (ruling)	260 days
57	Daily Mail	2016	05-Jun	20-Sep	107 days
58	Daily Mail	2016	10-Aug	21-Sep	41 days
59	Daily Mail	2016	22-Aug	10-Oct	48 days
60	Daily Mail	2016	08-Aug	12-Oct	65 days
61	Daily Mail	2016	30-Jul	13-Oct	75 days
63	Daily Mail	2016	23-Jul	17-Oct	86 days
66	Daily Mail	2016	14-Sep	24-Oct	40 days
68	Daily Mail	2016	08-Aug	07-Nov (resolution)	91 days

73	Daily Mail	2016	06-Oct	01-Dec	56 days
76	Daily Mail	2016	20-Jun	12-Dec	175 days

Table 6. Speed of corrections (corrections published after more than 28 days or after IPSO's intervention) (2016)

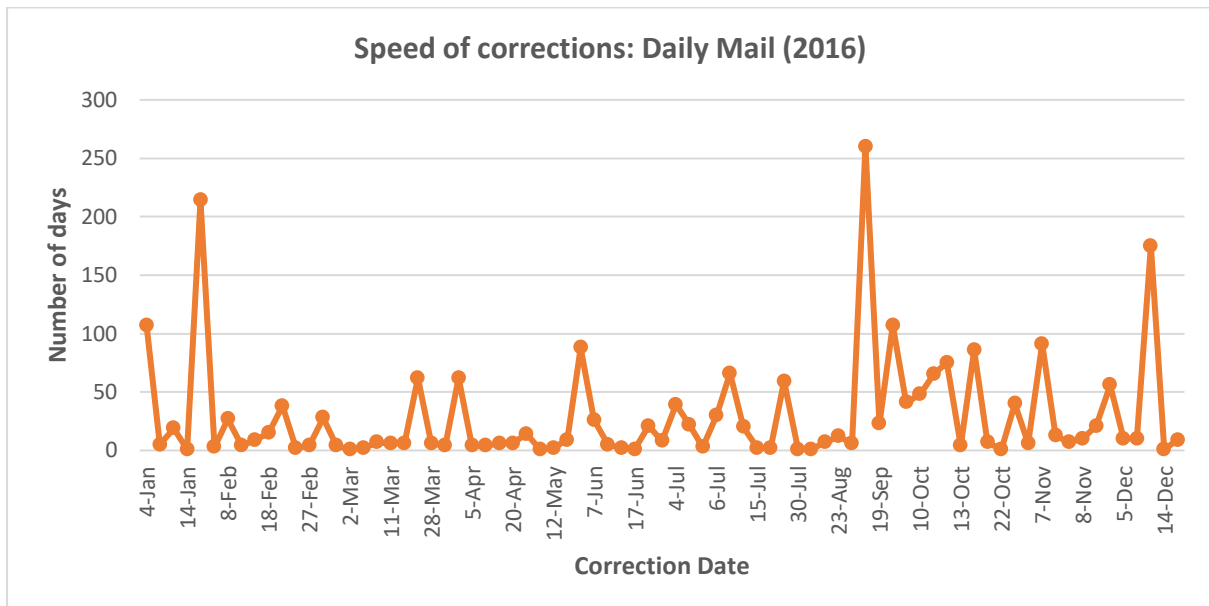


Figure 4. Speed of corrections (2016)

The figure below (figure 5) captures visually the speed of corrections for both years. The median for 2011 was 5 days, and for 2016 it was 8 days. The third column depicts the speed of corrections that involved IPSO.

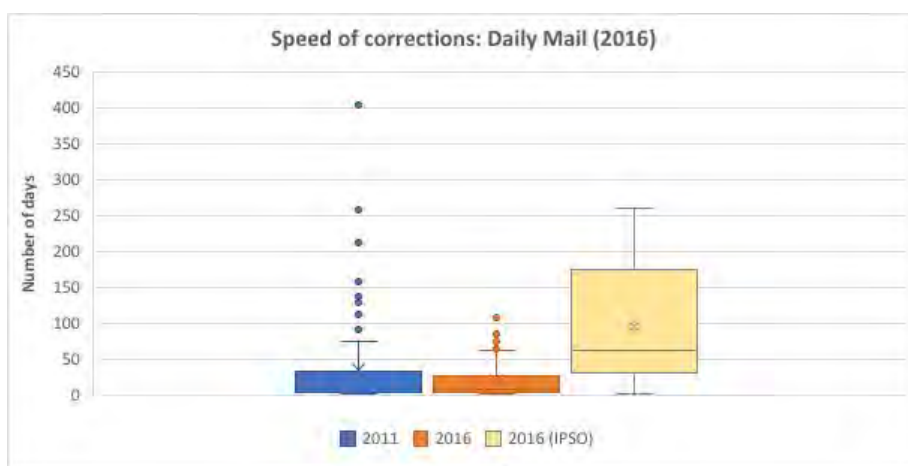


Figure 5. Speed of corrections (2011 & 2016)

In 2011, 19 corrections were published more than 28 days after the original article, in 2016 the figure is 22. Publishing corrections in a short timeframe and within a 28-day period, was according to information from the newspaper, one of the most important changes IPSO brought. This is regarded as a positive change overall, as the publishers have the power to solve complaints as quickly as possible. This speed and the pressure it caused, along with the fact that the newspaper must handle the complaints directly in the first instance, had also the flipside of having to expand the newspaper's complaints team. In relation to this, there is a much more structured system in Daily Mail, from a three-member team for both Mail Online and Daily Mail in 2011, in 2016 a four-member team that handles the complaints for Mail Online and a three-member team for Daily Mail, was introduced. To speed up the publication of the corrections, the newspaper increased the amount of its 'legal warnings' and ensured that all its journalists have access to an organised database that informs them of previous complaints and sensitive matters. Also, the paper now has better structures for diagnosing and monitoring complaints quickly and for keeping up to date with their progress, and this is good for the complainants, for the publication and for the regulator.

Examples from 2011 show that delayed corrections concerned sensitive matters, wrong allegations, or front-page errors (pictures 4-5).



Picture 4. 18 October 2011, timespan: 213 days



Picture 5. 26 October 2011, timespan: 403 days

Similarly in 2016, while the delays in publishing were less pronounced, these also concerned personal matters (pictures 6-8). Delays, however, might be the result of the negotiation process with the complainant, which differs in each case. As such, the responsibility for a delay may therefore not lie exclusively with the publisher.

Clarifications & corrections

■ A FEATURE on 27 June 2015 **made allegations about ex-BBC Trust board member Anthony Fry and his partner** Contrary to the article, Mr and Mrs Fry had been leading separate lives before his illness. We apologise for any hurt or embarrassment caused.

■ To report an inaccuracy, email corrections@dailymail.co.uk. To make a formal complaint under IPSO rules go to www.dailymail.co.uk/readerseditor where you will find an easy-to-use complaints form. You can also write to Readers' Editor, Daily Mail, Northcliffe House, 2 Derry Street, London W8 5TT or contact IPSO directly at ipso.co.uk

Picture 6. 27 January 2016, timespan: 214 days

Clarifications & corrections

■ IN COMMON with other newspapers, an article published on December 14 reported that **convicted murderer Graham Coutts was seeking compensation from taxpayers for the delay** in his journey to hospital after he suffered an anxiety attack in jail. We are happy to clarify that, while Mr Coutts was initially believed to have suffered an anxiety attack, it was later diagnosed as a heart attack.

■ If you wish to report an inaccuracy, please email corrections@dailymail.co.uk. To make a formal complaint under IPSO rules please go to www.dailymail.co.uk/readerseditor where you will find an easy-to-use complaints form. You can also write to Readers' Editor, Daily Mail, Northcliffe House, 2 Derry Street, London W8 5TT or contact IPSO directly at ipso.co.uk

Picture 7. 31 August 2016, timespan: 260 days

Clarifications & corrections

■ AN ARTICLE on June 20 ('Freud 'drank in resort bar with ex-Maddie suspect') reported claims in another newspaper that Robert Murat had known Sir Clement Freud in the Portuguese town where Madeleine McCann went missing. In fact, Mr Murat, who was totally cleared of **any involvement in the disappearance of Madeleine McCann, never met or had any connection with the alleged paedophile ex-MP** We are happy to make this clear and apologise to Mr Murat for any suggestion he was involved in wrongdoing.

■ To report an inaccuracy, please email corrections@dailymail.co.uk. To make a formal complaint under IPSO rules please go to www.dailymail.co.uk/readerseditor where you will find an easy-to-use complaints form. You can also write to Readers' Editor, Daily Mail, Northcliffe House, 2 Derry Street, London W8 5TT or contact IPSO directly at ipso.co.uk

Picture 8. 12 December 2016, timespan: 175 days

In four instances in 2016 (24 March, 25 July, 31 August 2016, and 12 October), where a delay is observed (62, 59, 260 and 91 days respectively from the original publication date), the corrections concerned cases that followed IPSO's intervention, which resulted either in a ruling, or a resolution. The corrections were published on the same day or very shortly after IPSO's ruling/resolution with the exception of the correction of 31 August 2016 where the correction was published after 29 days. When considering these correction dates, the 14 days review period for complaints also needs to be taken into account.

Adequacy of corrections

In the case of the clear identification of errors, as well as the provision of corrective information, the newspaper aspires to a 'neat' approach that highlights the error, the original story and the right position. There is no set formula, but the newspaper aims to set out what is getting corrected and to provide the clarification and accurate position in the belief that they are important both for the complainant, and also for the readers. There are some occasions where the corrections are rather unclear, thus reinforcing any confusion. The data show that these occasions were more frequent in 2011 although there were similar cases also in 2016. In both years, there are examples in which the nature of the error, and the corrective information, are unclear (see picture 9 for 2011, and picture 10 for 2016). In the first of these cases concerning the World Economic Forum Survey the correction fails to clearly identify the inaccuracy of the published story. In the second of these cases concerning Mr and Mrs Fry a very brief correction is provided to the effect that the two "had been leading separate lives before his illness". This correction does not identify the alleged inaccuracy, probably so as to prevent a reoccurrence of the same issues that led to the correction being published.

Clarifications & corrections

■ ON 26 September we reported that barrister Michael Levy had been arrested on suspicion of 'carousel' fraud. Whilst HM Revenue & Customs confirmed the information to us at the time, we now understand that Mr Levy was arrested on suspicion of irregularities in his personal tax position, which he denies.

■ AN ARTICLE on 9 September reported a World Economic Forum survey which ranked UK schools 43rd in the world for maths. We are happy to clarify that the survey was based on the opinions of business leaders about teaching in their own countries.

■ AN ARTICLE on 27 September, 'Tesco wins opening skirmish as price war catches out rivals', quoted the price of a Sainsbury's shopping basket at £26.26 against the Tesco equivalent of £19.04. While the Sainsbury's basket remained more expensive than the other super-

markets surveyed, the correct figure should have been £23.51.

■ A REFERENCE in Richard Littlejohn's column reported the allegation that Dacorum Borough Council in Hertfordshire had ignored six letters and as many phone calls from a resident requesting additional assistance in caring for her incapacitated mother before finally making a home visit and refusing the request. In fact the complaint concerned Hertfordshire County Council.

■ If you wish to report an inaccuracy, please write to the Readers' Editor, Daily Mail, Northcliffe House, 2 Derry Street, London W8 5TT or email corrections@dailymail.co.uk

Picture 9. 17 October 2011

Clarifications & corrections

■ A FEATURE on 27 June 2015 made allegations about ex-BBC Trust board member Anthony Fry and his partner. Contrary to the article, Mr and Mrs Fry had been leading separate lives before his illness. We apologise for any hurt or embarrassment caused.

■ To report an inaccuracy, email corrections@dailymail.co.uk. To make a formal complaint under IPSO rules go to www.dailymail.co.uk/readerseditor where you will find an easy-to-use complaints form. You can also write to Readers' Editor, Daily Mail, Northcliffe House, 2 Derry Street, London W8 5TT or contact IPSO directly at ipso.co.uk

Picture 10. 27 January 2016

In 2011 and 2016 there is broadly the same number of corrections (six in 2011 and seven in 2016), where the publication included the name of the complainant that prompted the respective correction (pictures 11 and 12 for 2011, pictures 13 and 14 for 2016, below).

Clarifications & corrections

■ A COMMENTARY piece on October 18 said that by joining a taskforce on youth unemployment chaired by David Milliband MP, Jonathan Portes had 'loosely linked himself' to Labour. **Mr Portes, Director of the National Institute of Economic & Social Research, has contacted us** to make clear that the taskforce is bipartisan and does not link him, or the NIESR, to any party affiliation. We are happy to accept his position and are sorry for any confusion caused.

■ A BRIEF item in our City pages yesterday said that platinum producer Lonmin had shut all of its mines in South Africa. While two of its mines were affected by temporary stoppages earlier in the year, they are now all back in operation.

■ If you wish to report an inaccuracy, please write to the Readers' Editor, Daily Mail, Northcliffe House, 2 Derry Street, London W8 5TT or email corrections@dailymail.co.uk

Picture 11. 16 November 2011

Clarifications & corrections

■ THE opera singer pictured alongside Katherine Jenkins's alleged cyber bully Geraldine Curtis in Saturday's paper was not in fact Rolando Villazon but tenor Jonas Kaufmann.

■ FOLLOWING an article last week which accurately reported a Freedom of Information request about criminal records checks for young people aged 18 and

under, **Girlguiding UK has asked us** to point out that it carries out no such checks for volunteers below the age of 16.

■ If you wish to report an inaccuracy, please write to the Readers' Editor, Daily Mail, Northcliffe House, 2 Derry Street, London W8 5TT or email corrections@dailymail.co.uk

Picture 12. 22 November 2011

Clarifications & corrections

■ FOLLOWING publication of an interview with Marigold Johnson on September 18 **we have been contacted by Dr Sophie Botros** who states that friends have identified her as the unnamed 'so-called philosopher' referred to

in the article. We accept that Dr Botros is a published author in the field of moral philosophy and are happy to confirm that she has conducted a long-term intellectual association with the historian Paul Johnson.

■ If you wish to report an inaccuracy, please email corrections@dailymail.co.uk. To make a formal complaint under IPSO rules please go to www.dailymail.co.uk/readerseditor where you will find an easy-to-use complaints form. You can also write to Readers' Editor, Daily Mail, Northcliffe House, 2 Derry Street, London W8 5TT or contact IPSO directly at ipso.co.uk

Picture 13. 04 January 2016

Clarifications & corrections

■ A DIARY article of June 22, 2016 alleged that singer James Blunt had knocked on the door of a neighbour to borrow money for a taxi fare and had then failed to repay the money. **Mr**

Blunt has informed us that he was not involved in the incident at all and we are happy to accept that this was a case of mistaken identity. We apologise for the misunderstanding.

■ If you wish to report an inaccuracy, please email corrections@dailymail.co.uk. To make a formal complaint under IPSO rules please go to www.dailymail.co.uk/readerseditor where you will find an easy-to-use complaints form. You can also write to Readers' Editor, Daily Mail, Northcliffe House, 2 Derry Street, London W8 5TT or contact IPSO directly at ipso.co.uk

Picture 14. 12 July 2016

In an effort to enhance the quality of corrections over and above the IPSO requirements, the publication included the date of the original article in its published corrections to a far greater extent in 2016. More specifically, in 2011 it was included in 65% of corrections and this

increased to 95% in 2016. The headline was usually omitted in both years, in 93% of the corrections in 2011 and in 94% in 2016.

The inclusion of an apology remained relatively low in both years. However, it almost doubled in 2016. In qualitative terms, the inclusion of an apology seems to accompany serious infringements as required by the Editors' Code.

On occasion, the correction includes information which aims to explain that the error arose elsewhere, or that the information appeared in other newspapers. These explanations also seek somewhat to justify the newspaper's position and distance it from the errors and arguably weaken the corrections' possible remedial effect (pictures 15 and 16 for 2011; pictures 17 and 18 for 2016).

Clarifications & corrections

- AN article on July 11 reported that 1,000 pupils a day are excluded for violent behaviour and that this has doubled in a year. While the figure for exclusions is correct – and all the statistics were put to the Department for Education before publication – **this does not in fact represent an increase.**
- A JOKE in Andrew Pierce's column yesterday suggested that Westminster should follow horse racing by banning use of the whip. In fact the British Horseracing Authority has not banned the whip but has reduced the number of times a jockey can use it in a race.
- *If you wish to report an inaccuracy, please write to the Readers' Editor, Daily Mail, Northcliffe House, 2 Derry Street, London W8 5TT or email corrections@dailymail.co.uk*

Picture 15. 01 November 2011

Clarifications & corrections

- AN ARTICLE in Good Health this week included quotes from an expert who suggested that hormones are used in poultry production and that chickens reared for meat are kept in battery cages. In fact it is illegal to use hormonal growth promoters in all livestock in the EU and battery cages are only permitted where chickens are farmed for their eggs.
- **WHILE a recent opinion piece was right to point out** that unemployment in Britain is below that of many of our major competitors, the correct figure should have been 8.1 per cent rather than 7.1 per cent.
- *If you wish to report an inaccuracy, please write to the Readers' Editor, Daily Mail, Northcliffe House, 2 Derry Street, London W8 5TT or email corrections@dailymail.co.uk*

Picture 16. 18 November 2011

Clarifications & corrections

- **IN COMMON with other newspapers,** an article on April 11 said that the European Investment Bank had given a £40m loan to the Wuhan Iron & Steel corporation. In fact, while an EIB-sponsored project to reduce electricity use at the Chinese firm was considered, the project did not go ahead and no loan was provided.
- *If you wish to report an inaccuracy, please email corrections@dailymail.co.uk. To make a formal complaint under IPSO rules please go to www.dailymail.co.uk/readerseditor where you will find an easy-to-use complaints form. You can also write to Readers' Editor, Daily Mail, Northcliffe House, 2 Derry Street, London W8 5TT or contact IPSO directly at ipso.co.uk*

Picture 17. 25 April 2016

Clarifications & corrections

■ IN common with other newspapers, we published a reputable news agency's story yesterday which said that stowaways intercepted in east London had told police that

they were 'from Europe'. In fact, while they had travelled to the UK in an Italian vehicle from mainland Europe, the migrants told police they were from Iraq and Kuwait.

■ If you wish to report an inaccuracy, please email corrections@dailymail.co.uk. To make a formal complaint under IPSO rules please go to www.dailymail.co.uk/readerseditor where you will find an easy-to-use complaints form. You can also write to Readers' Editor, Daily Mail, Northcliffe House, 2 Derry Street, London W8 5TT or contact IPSO directly at ipso.co.uk

Picture 18. 17 June 2016

At last, a sample of 30% of corrections from 2011 and 2016 shows that the average number of words the Daily Mail dedicates to its corrections is 53 words (varying from 29 to 90) in 2011 and 63 words in 2016 (varying from 31-98).

3.3. Daily Mirror

Prominence of corrections

The Daily Mirror published eight corrections in 2011 and 10 corrections in 2016 (table 1, below). For 2016, only one correction, of 13 July, followed an IPSO resolution.

Correction number	Newspaper title	Year	Date of original publication	IPSO mediation	Date of published correction
1	Daily Mirror	2011	05-Mar		14-Mar
2	Daily Mirror	2011	08-Mar		14-Mar
3	Daily Mirror	2011	12-Feb		21-Mar
4	Daily Mirror	2011	11-Mar		21-Mar
5	Daily Mirror	2011	20-Apr		10-May
6	Daily Mirror	2011	08-Jun		16-Apr
7	Daily Mirror	2011	20-Jun		11-Aug
8	Daily Mirror	2011	25-Jul		28-Oct
1	Daily Mirror	2016	19-Jan		20-Jan
2	Daily Mirror	2016	24-Mar		31-Mar
3	Daily Mirror	2016	11-Apr		12-Apr
4	Daily Mirror	2016	11-Apr		12 Apr
5	Daily Mirror	2016	14-Dec-2015	11-Jul-2016 resolution	13 Jul-2016
6	Daily Mirror	2016	22-Jul		25-Jul
7	Daily Mirror	2016	16-Aug		17-Aug
8	Daily Mirror	2016	08-Sep		09-Sep
9	Daily Mirror	2016	22-Nov		25-Nov
10	Daily Mirror	2016	08-Dec		14-Dec

Table 1. Published corrections (2011 & 2016)

In 2011, six of the eight corrections were published on the letters page, called ‘Your letters’. An approach that is not observed in any other publication is that the column heading included the name and the photograph of the column editor. The publication had a ‘corrections column’ in this page, the subheading of which was ‘For the Record’. While the policy

statement was located in the bottom right corner of the page, the corrections appeared in various positions (picture 2). The two exceptions were the corrections published on 10 May and 08 June, which were located on a different page (and not on the 'letters page') and were formatted differently (picture 3).

For the Record

IN our article of July 25 2011 concerning the death of Amy Winehouse, we wrongly stated that Orthodox Jewish tradition dictates that tattoos are cut off a body before burial. In fact, it would be forbidden by Jewish law to remove a tattoo after death.

Mary Kemp Weston **Mare, North Somerset**

I NEVER missed an episode of the excellent *Spooks* and I'm sad that it is now over for good. The final tear-jerking episode had everything. Well done to all the cast past and present for such an entertaining drama.

Peter Singer, Leeds

WRITE: Your Letters, Daily Mirror, One Canada Square, London E14 5AP

Picture 1. Example of correction (28 October 2011).

For the Record

IN our February 12 edition we reported life expectancy on the Gurnos estate in Merthyr Tydfil was 58.8 years. In fact, this refers to healthy life expectancy is actually 70 years, which is not lower than the average life expectancy in the UK as reported (page 30).

THE headquarters for the South East England Development Agency is in Guildford, not Ashford. The Ashford premises referred to in our article are owned by SEEDA but this is, in fact, a commercial building. This building was acquired in 2005 and not 2000. SEEDA has asked the Mirror to point out since purchasing it, it has increased the business occupancy from 50% to 100% (Quango's Dim Move, page 27, March 11).

Laura Kelly, Castle Bromwich, West Midlands

Tasty wartime treat saved our bacon

ALL my teenage years were spent during the Second World War. MY mum was a tailress and we lived in a tailor's shop in the Black Country. Me and my mother always had smart clothes because she made dresses for me from silk linings. One of my mother's regular customers, a local builder, begged her to let him have a new suit without giving clothing coupons and, eventually, she agreed. I'm not sure whether this was legal, but that night we were amazed when he turned up and deposited half a pig in our cellar. At the time of rationing this was like a gift from the gods. Mother cut it into joints and gave some to her sisters. The rest she cured and made into bacon. We had chickens in the yard, so we had tasty meals for quite some time!

Dorothy Hill, Blackpool

Picture 2. Example of correction and policy statement (23 March 2011).

STEVE McFADDEN AND SHANE RICHIE

ON 20th April we said that EastEnders bosses had warned all staff, including cast members, that if anyone was found to be leaking confidential information they would be in breach of contract and would not work for the BBC again. We would like to make it clear that neither Shane Richie nor Steve McFadden are under suspicion of leaking any information.

SHOPPING

ACE MOVE
Ronaldinho watches Casillas

Picture 3. Example of correction (10 May 2011)

In 2016, all the corrections were published in the same area in a specifically designated corrections column on page 2, which is entitled 'Corrections & Complaints' (picture 4).

The newspaper highlighted in the interview that there was no centralised process for non-legal complaints handling under the PCC. Non-legal Complaints were handled locally with the exception of PCC complaints, which went through Trinity Mirror's head office. As a result, there are no records of how many direct complaints were received by regional newspapers. The new complaints process under IPSO was put in place in 2014 and has been the same ever since. In line with this process, complaints are either directed through the Trinity Mirror website to the Editorial Legal and Compliance Department and handled by the Head of the Department or sent locally to the editors of each individual paper who can respond directly. Serious matters that have come directly to a local newspaper, however, are forwarded to the Head of the Editorial Legal and Compliance Department.

It emerged from the interview at the Daily Mirror that the system is much more centralised now as it 'guarantees that every time someone makes an official complaint, and regardless of the merit of the complaint, they get it answered'. Depending on the case, if it concerns a minor error that does not breach the Code, the related information might get removed from the website or amended. Otherwise, the complaint is handled and responded to in terms of the Code. The newspaper underlined that errors should get corrected immediately once they are noticed. However, if there is a complaint, they usually publish the correction when they get an agreement with the complainant about the wording. This centralised system led also to the introduction of the corrections column on page 2.

The Daily Mirror presented all the corrections published in 2016 in the same way whether they were a correction published as a result of IPSO intervention (e.g. 13 July 2016, picture 4) or corrections carried out without IPSO's intervention (e.g. 25 November 2016, picture 6). However, there are occasions where the corrections were presented differently, namely in a box that does not include the 'For the record' headline (e.g. 25 August 2016, picture 5).

ACROSS

2 Thick and short (6)
5 Exclamation of surprise (4)
6 Igloo dweller? (6)
7 Prejudice (4)
8 Dip food in liquid (3)
11 Borrowed sum (4)
13 Minor matters (6)
14 Composer – Novello (4)
15 Partisan dance (6)

DOWN

1 Asian desert (4)
2 West End musical (5)
3 Jimmy – actor (4)
4 Tower of London warders (6)
7 Northern European sea (6)
9 Clear (5)
10 Potter's oven (4)
12 Declare (4)

TUESDAY'S SOLUTIONS ACROSS: 6 Maori, 7 Kim, 8 Agreement, 13 Implicate, 18 Ema, 19 Vrate. **DOWN:** 1 Emma, 2 Dour, 3 Five, 4 Skye, 5 Gnat, 9 Gnat, 10 Eel, 11 Mac, 12 Net, 13 Ilex, 14 Pout, 15 Iris, 16 Alias, 17 Epee.

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Millions pay more for less chance? No, I will double my post code lottery instead thanks. Another, Mary Ryan, posted: "Well that's me done in buying keep players hooked."

He said: "Carnegie know that people are so bound up in superstition and fear, even more for our players and UK Good Causes."

LOTTO MURDER SUICIDE: PAGE 11

MUMNET SITE

A BOY of 17 hacked into Mumnet and leaked the personal details of 2,000 users, including the parenting site's chief exec.

David Buchanan's attack led to hoax bomb threats and shooting claims, but he did not make them.

Buchanan, now 18, of Fernhurst, Surrey, also attacked his school intranet.

At Guildford crown court he was admitted hacking. He will be sentenced next month.

Carney denies Brexit scaremongering

BANK of England Governor Mark Carney has denied peddling scare stories over Brexit.

Mr Carney, whose role is politically independent, was slammed by Leave campaigners for comments in the run-up to the referendum.

Andrew Tyrie, chairman of the Treasury Select Committee, said: "The allegation is a serious one. That there was a deliberate attempt to frighten the public by the Bank with a political motive."

But Mr Carney told MPs it was "absolutely not" the case, adding: "It is extraordinary in all sense of the word." He reluctantly agreed to release notes of private conversations with Chancellor George Osborne in the run-up to the vote.

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FOR THE RECORD: On December 14, 2015, we reported that Graham Coult was planning "to sue over [a] delayed hospital trip" after having a "suspected panic attack in jail". We have been asked to make clear that while he was initially diagnosed with anxiety, it was later confirmed that Mr Coult had suffered a heart attack.

Corrections & Complaints

■ If we have published anything factually inaccurate, please contact the readers' editor on 020 7293 3953, by email at trinitymirror.co.uk or write to Readers' Editor, Daily Mirror, One Canada Square, London E14 5AP and, once verified, we will correct it as soon as possible.

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A How To Complain pack is also available by writing to the Legal and Compliance Department, Trinity Mirror PLC, One Canada Square, London E14 5AP.

Picture 4. Example of correction (13 July 2016)

10 MIN CR

ACROSS

2 Tablet pen (6)
5 Solitary (4)
6 Dull-witted (6)
7 Soya bean product (4)
8 Circuit of a track (3)
11 Mysterious mark (4)
13 Steal from a house (6)
14 Indian woman's garment (4)
15 Dog disease? (6)

DOWN

1 Extinct bird (4)
2 South Korean capital (5)
3 Rough person (4)
4 Part of a jacket (6)
7 Wood (6)
9 Iron (5)
10 Dull, uninteresting (4)
12 Average level of achievement (4)

TUESDAY'S SOLUTIONS ACROSS: 6 Elgar, 7 Mar, 8 Lightfoot, 13 Instigate, 18 Ink, 19 Cream. **DOWN:** 1 Feet, 2 Aog, 3 Brat, 4 Ammo, 5 True, 9 Inn, 10 Hit, 11 Rio, 12 Pit, 13 Isis, 14 Sake, 15 Inch, 16 Apex, 17 Emma.

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the general public and party members, more of whom are expected to back Mr Corbyn. The rivals go head-to-head in a live BBC debate today.

May's China letter grovel

THERESA May sent a grovelling letter to China in a bid to smooth over her Hinkley Point PR disaster.

Foreign Office Minister Alok Sharma gave it to his counterpart in person while on a visit to Beijing.

China was dismayed when the Prime Minister put the nuclear plant, which it is part-funding, on hold.

Nolo said the letter spoke of "our commitment to Anglo-Chinese relations".

CONFUSED Singer Suggs

The 4.3% year-on-year rise was blamed in part on the pound driving up the bill for imported raw materials and components.

Firms are expected to pass some or all of it on, meaning higher prices for consumers – and it raises the spectre of a clampdown on employees' pay.

TUC general secretary Frances O'Grady called on the Government to act urgently "to ensure working people do not pay the price for Brexit".

Suggs: Labour split's just Madness

MADNESS star Suggs has hit out at the Labour Party for arguing in the wake of Brexit, saying: "The last thing we need is a big division."

The 55-year-old Labour backer admitted he was "confused", adding: "I want the best for the party but nobody is sure what that means."

Suggs, who lives in Jeremy Corbyn's London constituency of Islington North, said: "Corbyn is a very good MP. I can't see he's put a foot wrong. I think he could be a good Prime Minister – it's a shame, the way it's all going."

The singer also said the group's new album, Can't Touch Us Now, would be released on October 28, followed by a UK tour.

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Corrections & Complaints

Arsenal's assistant manager is Steve Bould, not Steve Gould (page 42, Tuesday, August 16)

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Picture 5. Example of correction (25 August 2016)

10 MIN

ACROSS

6 Voracious eel (5)
7 Musical note (3)
8 Overlooked (9)
13 Arm of the Med? (6,3)
18 Dartmoor hilltop (3)
19 Wheat used in pasta (5)

DOWN

1 Portent (4)
2 Garden basket (4)
3 Wheel surround (4)

THURSDAY'S SOLUTIONS ACROSS: 6 Ark, 7 Alay, 9 Ecra, 11 Miti, 12 Ramp, 14 Teem, 16 Crier, 18 Ode, 19 Resource. **DOWN:** 1 Pharmacy, 2 Naked, 3 Tear, 4 All, 5 Epeicope, 8 Lure, 10 Cite, 13 Armour, 15 Ergo, 17 Ire.

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CASHING IN George Osborne

certainly not seen a period remotely like it in the last 70 years – and quite possibly the last 100."

But the man who oversaw the collapse is cashing in.

Mr Osborne pocketed £320,000 for five speeches to US financiers and academics between late September and late October 2016.

The Tory fatcat has been charging up to £81,000 a speech

DAMNING John McDonnell

benents have been protected since 2010.

Shadow Chancellor John McDonnell said: "This is a damning indictment of the total, abject failure of the Tories' economic policy during their six wasted years in office."

The IFS warned Wednesday's Autumn Statement did little to

Lidl real Living Wage boost for 5,500 staff

BY **BEN GLAZE** Deputy Political Editor

LIDL has become the first supermarket to announce it will pay the real Living Wage – boosting pay for 5,500 workers.

From March 1, the low-cost chain will raise hourly rates to £8.45 and £9.75 in London. Earlier this week Chancellor Philip Hammond watered down a planned lift in the legal pay floor, the so-called national living wage.

Lidl's move will pile pressure on rival chains to raise pay, with many staff receiving only the minimum wage. That rate for over-25s rises from £7.20 to £7.50 in April, 10p less than expected.

Living Wage Foundation director Katherine Chapman said: "Lidl's commitment is fantastic news."

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FOR THE RECORD: In a story headlined "Jail medal impostors" (page 16, Tuesday, November 22 and page 14 in later editions), we incorrectly said Labour MP Gareth Thomas was bringing forward a Private Member's Bill calling for fraudsters who buy military medals and falsely claim to be veterans to be prosecuted. In fact, it is being introduced by Tory MP Gareth Johnson. We apologise for the error.

Corrections & Complaints

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Picture 6. Example of correction (25 November 2016)

When the location of the original article is compared to the location of the correction, in 2011, five out of seven corrections (for which there is information available) were published on a later page than the original article, and on one occasion (10 May 2011 –highlighted in bold in the table below) it was published on the same page (table 2, figure 1).

Correction number	Newspaper title	Year	Date of correction	Original page number	Correction page
1	Daily Mirror	2011	14-Mar	29	42
2	Daily Mirror	2011	14-Mar	44	42
3	Daily Mirror	2011	21-Mar	30	42
4	Daily Mirror	2011	21-Mar	27	42
5	Daily Mirror	2011	10-May	21	21
6	Daily Mirror	2011	08-Jun	N/A	6
7	Daily Mirror	2011	11-Aug	24	44
8	Daily Mirror	2011	28-Oct	4	62

Table 2. Prominence: Original page and correction page (2011)

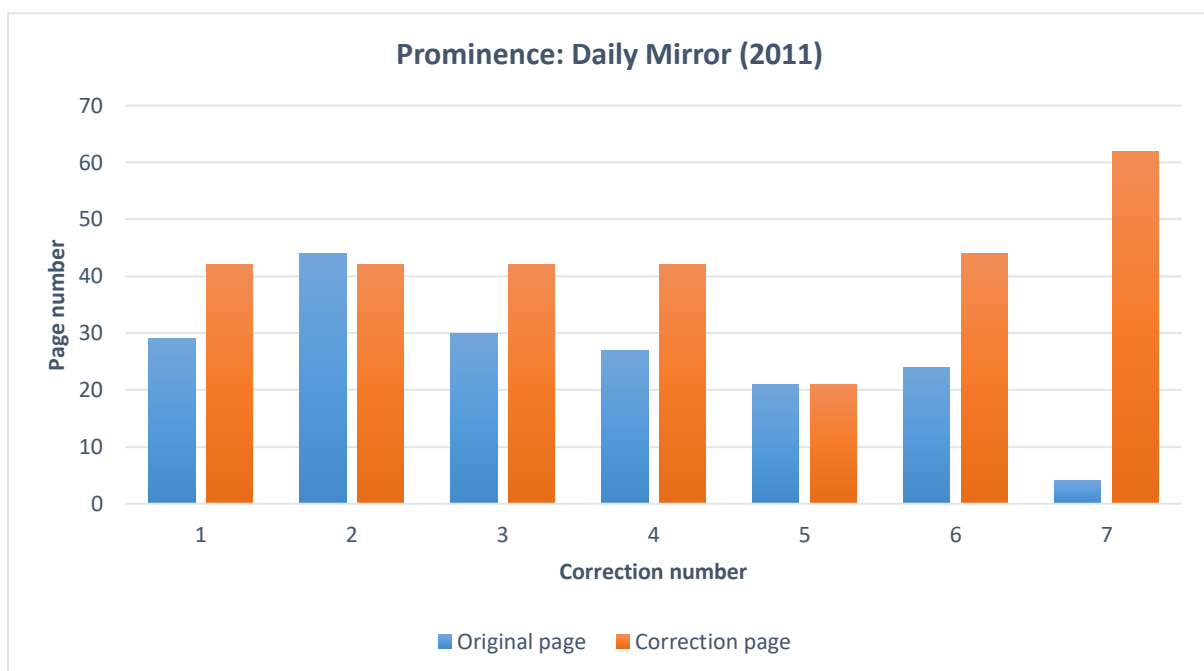


Figure 1. Prominence: Original page and correction page (2011).

In 2016, this approach changed entirely: all corrections were published on an earlier page than the original article, with the exception of two instances (12 April and 13 July) when the corrections were published on the same page (table 3, also figure 2, highlighted in bold in the

table below). The newspaper explained that when there is a correction it is usually published on page 2 ‘regardless of where in the newspaper the original article had appeared’. There are no front-page corrections, although the publication has been asked to publish a front-page banner to indicate the existence of a correction inside.

Correction number	Newspaper	Year	Date of correction	Original page number	Correction page
1	Daily Mirror	2016	20-Jan	11	2
2	Daily Mirror	2016	31-Mar	3	2
3	Daily Mirror	2016	12-Apr	36	2
4	Daily Mirror	2016	12-Apr	2	2
5	Daily Mirror	2016	13-Jul	2	2
6	Daily Mirror	2016	25-Jul	15	2
7	Daily Mirror	2016	17-Aug	42	2
8	Daily Mirror	2016	09-Sep	26	2
9	Daily Mirror	2016	25-Nov	16	2
10	Daily Mirror	2016	14-Dec	7	2

Table 3. Prominence: Original page and correction page (2016).

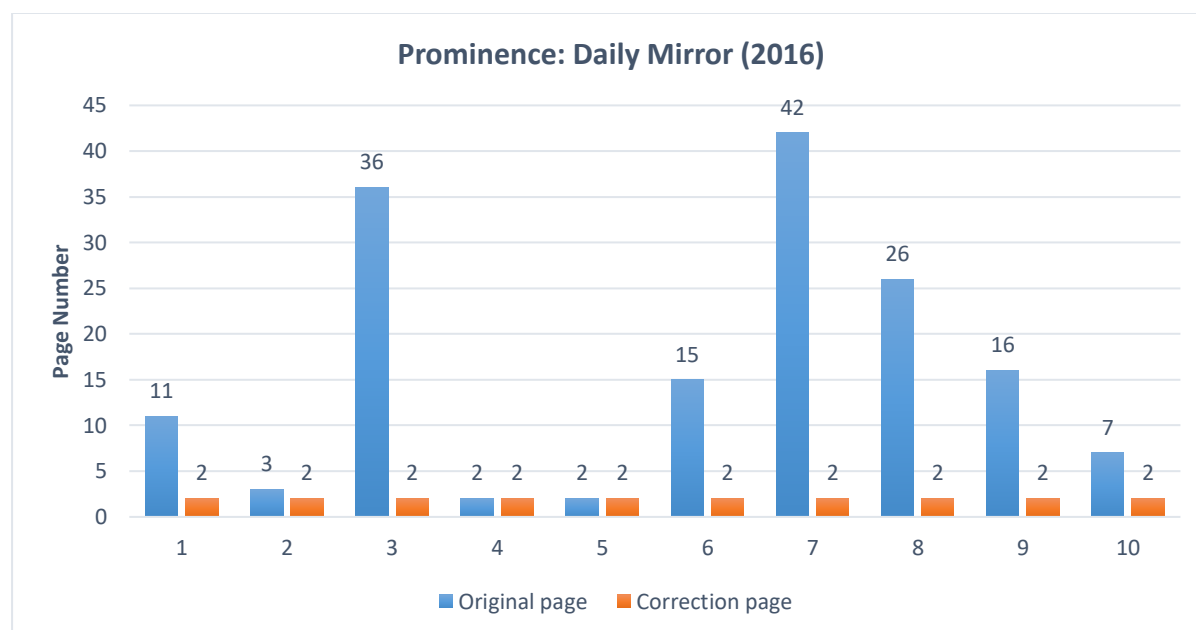


Figure 2. Prominence: Original page and correction page (2016).

Speed of corrections

The number of days taken between the publication of the original article and the publication of the correction in 2011 varied from 9 to 95 days (table 4, figure 3).

Correction number	Newspaper title	Year	Date of original publication	Date of correction	Timeliness
1	Daily Mirror	2011	05-Mar	14-Mar	9 days
2	Daily Mirror	2011	08-Mar	14-Mar	6 days
3	Daily Mirror	2011	12-Feb	21-Mar	37 days
4	Daily Mirror	2011	11-Mar	21-Mar	10 days
5	Daily Mirror	2011	20-Apr	10-May	20 days
6	Daily Mirror	2011	16-Apr	08-Jun	53 days
7	Daily Mirror	2011	20-Jun	11-Aug	52 days
8	Daily Mirror	2011	25-Jul	28-Oct	95 days

Table 4. Speed of corrections (2011)

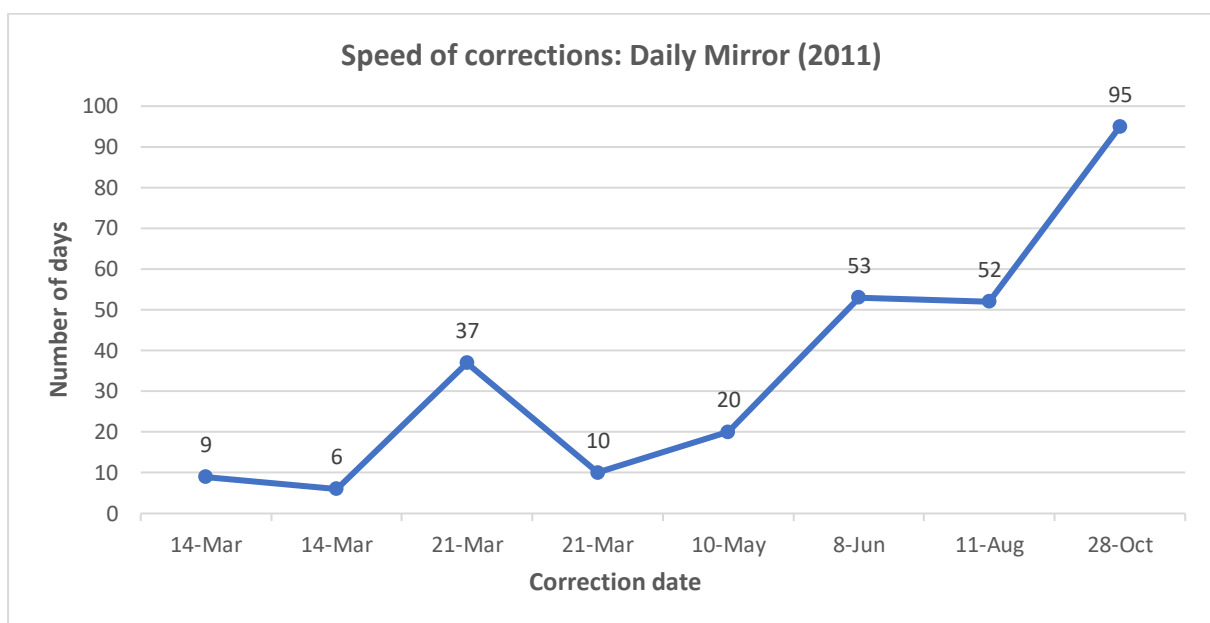


Figure 3. Prominence: Original page and correction page (2011).

In 2016 most corrections in the Daily Mirror were handled within a week. In 2016 the longest delay occurred in the case of a correction that followed an IPSO resolution (13 July 2016, timespan: 211 days). However, this correction was published two days after the complaint was concluded (11 July 2016). It should be noted that IPSO did not receive the complaint until

14 April 2016, almost four months after the publication of the article. Otherwise, the newspaper published all its corrections in less than a week (table 6, below, also depicted on figure 4).

Correction number	Newspaper title	Year	Date of original publication	Date of published correction	Timeliness
1	Daily Mirror	2016	19-Jan	20-Jan	1 day
2	Daily Mirror	2016	24-Mar	31-Mar	7 days
3	Daily Mirror	2016	11-Apr	12-Apr	1 day
4	Daily Mirror	2016	11-Apr	12-Apr	1 day
5	Daily Mirror	2016	14-Dec	13-Jul	211 days
6	Daily Mirror	2016	22-Jul	25-Jul	3 days
7	Daily Mirror	2016	16-Aug	17-Aug	1 day
8	Daily Mirror	2016	8-Sep	9-Sep	1 day
9	Daily Mirror	2016	22-Nov	25-Nov	3 days
10	Daily Mirror	2016	08-Dec	14-Dec	6 days

Table 5. Speed of corrections (2016)

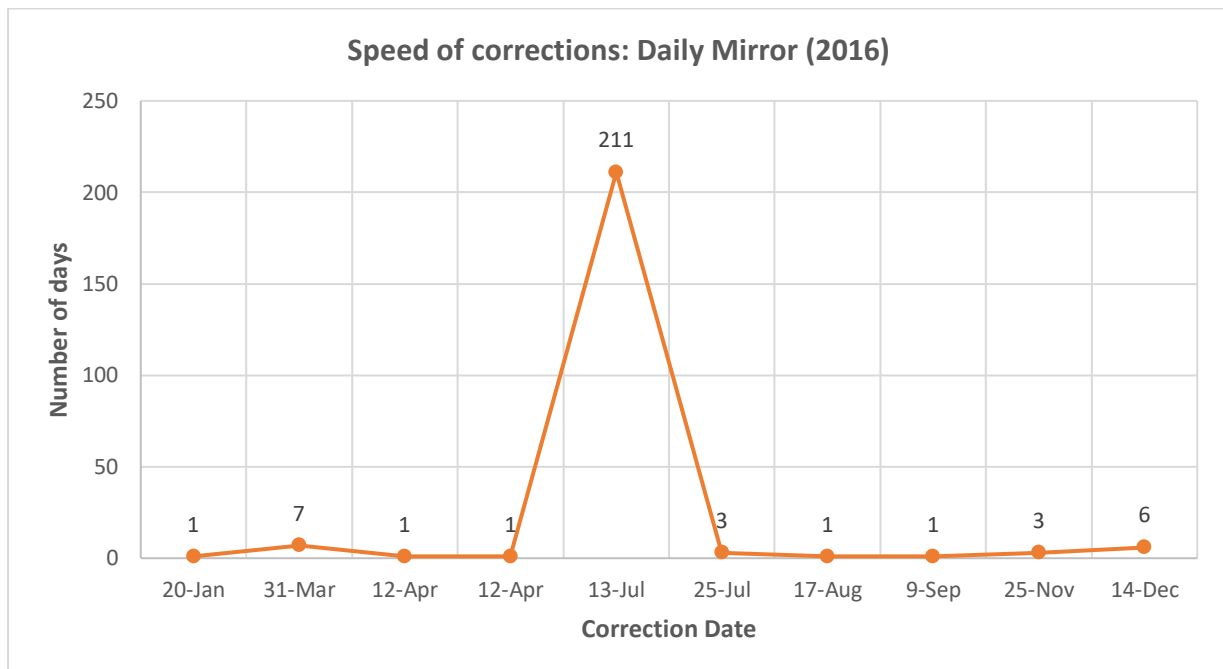


Figure 4. Speed of corrections (2016)

A comparative figure for both years is presented below (figure 5). The median for 2011 was 29 days, whereas for 2016 it was 2 days.

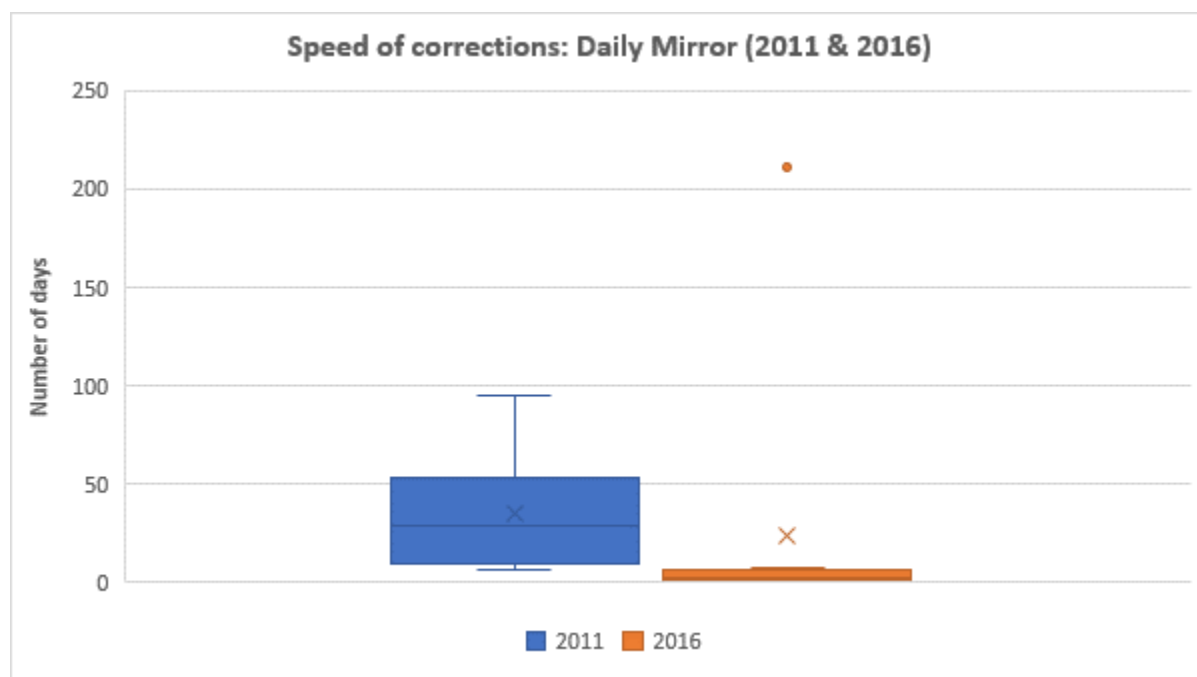


Figure 5. Speed of corrections (2011 & 2016)

Adequacy of corrections

The Daily Mirror identified the error clearly and provided sufficient clarifying information on most occasions.

Most corrections moved beyond IPSO requirements by including the page number of the original article in both years, thus enhancing its findability. The Daily Mirror underlined that they had aimed to address this issue and to always identify the original story.

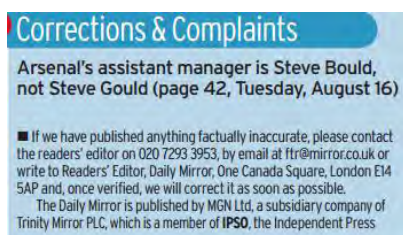
The Daily Mirror included the date of the original article in all its corrections, although the original article's title was omitted in both years (apart from an exception on 25 November 2016). An apology was provided only once (25 November 2016). The paper explained that the inclusion of an apology depends on the seriousness of the mistakes in the context of the article, and on the agreement reached with regard to the wording.

The number of words the newspaper dedicated to its corrections varied from 28 to 84 in 2011, and from 16 to 71 in 2016. In 2011, the longest correction was on 21 March and included the

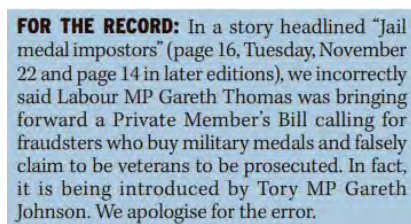
name of the complainant as a referral point for the correction (picture 10). The correction with the highest number of words for 2016 appeared on 25 November and concerned a political matter. The correction with the lowest number of words in 2016 referred to an error in a name (pictures 11-12).



Picture 10. 21 March 2011



Picture 11. 25 November 2016



Picture 12. 17 August 2016

3.4. Daily Record

Prominence of corrections

The Daily Record published 20 corrections in 2011 and 16 corrections in 2016 (table 1 - cited in Appendix 3 in full). In 2016, only one correction, that of 8 August 2016, followed an IPSO ruling.

Correction number	Newspaper title	Year	Date of original publication	IPSO resolution/ ruling	Date of correction
9	Daily Record	2016	09-Mar	19-Jul ruling	08-Aug

Table 1. Published correction following an IPSO resolution/ruling (2016)

It was explained in the interview that most corrections concern issues of accuracy and interpretation of fair comment. The managing editor (previously the Publishing Director) replies to 'every reasonable' complaint regardless of whether they breach the Code, as the publication aims to spread the culture that 'no complaint goes unattended to. Every complaint is looked into, investigated and replied to'. For more complex matters, the editor contacts the reporter, or the editor concerned, to get more details on the story. The interviewee stated that under IPSO the newspaper takes corrections more seriously and is more proactive. It was also claimed by the interviewee that this process helped from a 'journalistic integrity' point of view, as on the whole, the paper's journalistic rigour has been strengthened. For instance, it was explained that the newspaper's lawyers are not only looking into published stories, but they challenge the news desk with IPSO related issues prior to publication, helping journalists to be proactive in avoiding particular types of complaints.

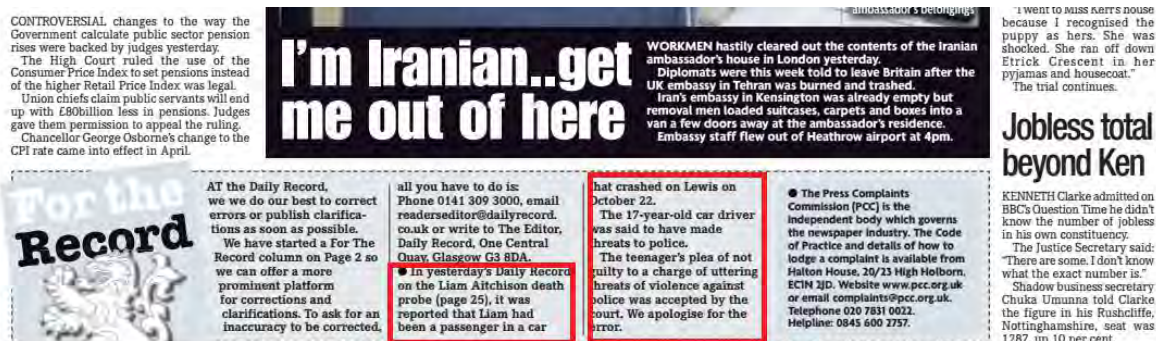
In 2011, the newspaper published a daily policy statement in a dedicated space entitled 'For the Record', positioned at the bottom of page 2 (picture 1). When it published a correction, this was also included in the same space and with the same heading (picture 2). In 2016, the newspaper continued to publish its corrections on page 2, apart from three instances (07 May, 15 December, and 27 December), when the corrections were published on page 6 for the first one, and on page 4 for the other two. In 2016, the corrections column was located on the left-hand side of the page and entitled 'Corrections and complaints' in capital letters. While this was positioned in a prominent space, the fonts of the headline were slightly smaller

than others, in the same column (picture 3). The same applies to the publication's policy statement, which was also published on the same spot (picture 4).

The importance of the existence of a specific corrections column was stressed in the interview. Even though there are rare occasions when the correction is published on another page, a regular slot gives readers the opportunity to find corrections more easily. Moreover, this 'standard procedure' allows the publication to avoid engagement in negotiations on the location of the correction, either with individuals, or with third-party bodies, such as organisations or political parties. This is considered by the newspaper to be an effective process that differs considerably from the newspaper's previous approach, when corrections were published on a random page, towards the end of the paper. Even though page 2 is regarded as the best place for corrections, the interviewee pointed out that 'to a certain extent it doesn't exactly matter where it goes as long as it is consistent every time. So, if you decide you want to put all the corrections on the letters page, I think that this fine, as long as you do it on the letters page every single day', adding also that 'I think the fact that you have to put something on page 2 to effectively announce it to the world that you got something wrong is quite painful for editors but I think that has helped to establish standards'.



Picture 1. Example of the location of the policy statement (2011)



Picture 2. Example of correction and policy statement (3 December 2011)



Picture 3. Example of correction (15 December 2016)



Picture 4. Example of policy statement (29 July 2016)

There is information available about the page on which the original article was published for 17 of the 20 corrections published in 2011 (85%). On all occasions, the corrections were published on an earlier page (page 2), as it shown by table 2 and the visual representation on figure 1.

Correction number	Newspaper title	Year	Date of correction	Original page number	Correction page
1	Daily Record	2011	15-Nov	20	2
2	Daily Record	2011	15-Nov	6	2
3	Daily Record	2011	15-Nov	4 and 5	2
4	Daily Record	2011	22-Nov	6 and 7	2
5	Daily Record	2011	23-Nov	13	2
6	Daily Record	2011	29-Nov	N/A	2
7	Daily Record	2011	29-Nov	45	2
8	Daily Record	2011	29-Nov	17	2
9	Daily Record	2011	30-Nov	23	2
10	Daily Record	2011	01-Dec	64	2
11	Daily Record	2011	02-Dec	N/A	2
12	Daily Record	2011	03-Dec	25	2
13	Daily Record	2011	07-Dec	44	2
14	Daily Record	2011	13-Dec	44	2
15	Daily Record	2011	14-Dec	44	2
16	Daily Record	2011	15-Dec	11	2
17	Daily Record	2011	20-Dec	24	2
18	Daily Record	2011	20-Dec	60-61	2
19	Daily Record	2011	22-Dec	N/A	2
20	Daily Record	2011	22-Dec	11	2

Table 2. Prominence: Original page and correction page (2011).

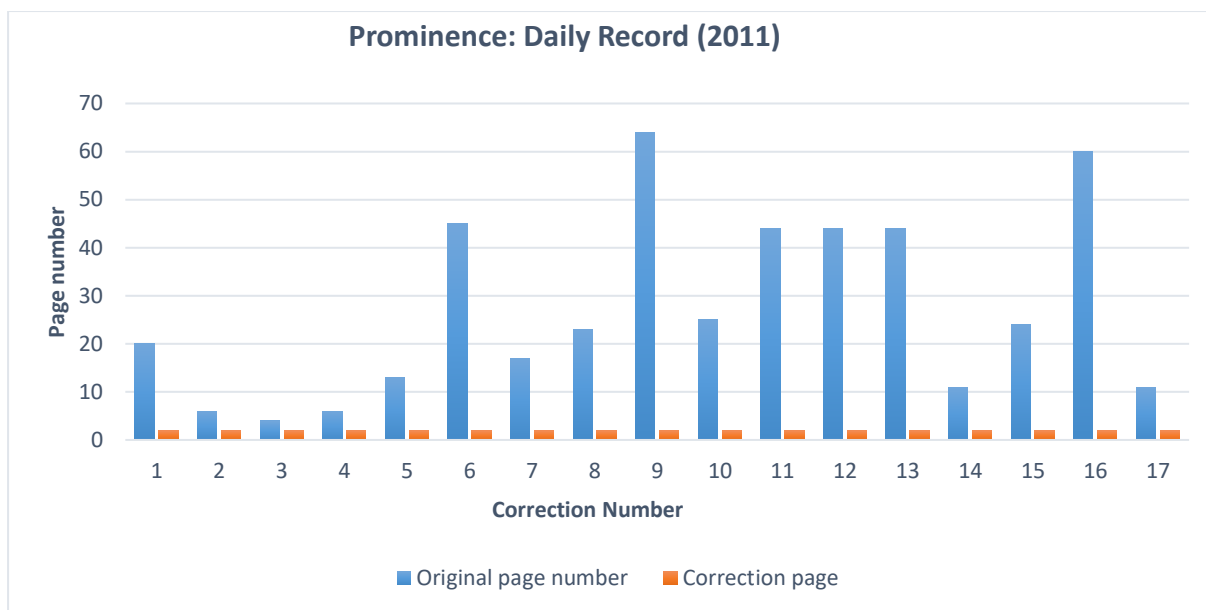


Figure 1. Prominence: Original page and correction page (2011).

For 2016, information about the location of the original article is available for all the corrections. On three occasions – one of which followed an IPSO resolution (correction published on 08 August) – the correction was published on a later page than the original article as the original article was partially published on the front-page. These are indicated in bold on the table below. There is one occasion when the correction was published on the same page (22 July 2016) (table 3 and figure 2).

Correction number	Newspaper title	Year	Date of correction	Original page number	Correction page
1	Daily Record	2016	18-Jan	12	2
2	Daily Record	2016	25-Mar	26	2
3	Daily Record	2016	02-Apr	19	2
4	Daily Record	2016	07-May	13	6
5	Daily Record	2016	28-May	27	2
6	Daily Record	2016	02-Jun	17	2
7	Daily Record	2016	21-Jun	6	2
8	Daily Record	2016	22-Jul	2	2
9	Daily Record	2016	08-Aug	1 and 4-5	2
10	Daily Record	2016	27-Aug	29	2
11	Daily Record	2016	02-Sep	12	2

12	Daily Record	2016	06-Sep	23	2
13	Daily Record	2016	30-Sep	1	2
14	Daily Record	2016	11-Oct	19	2
15	Daily Record	2016	15-Dec	1 and 4-5	4
16	Daily Record	2016	27-Dec	5	4

Table 3. Prominence: Original page and correction page (2016)

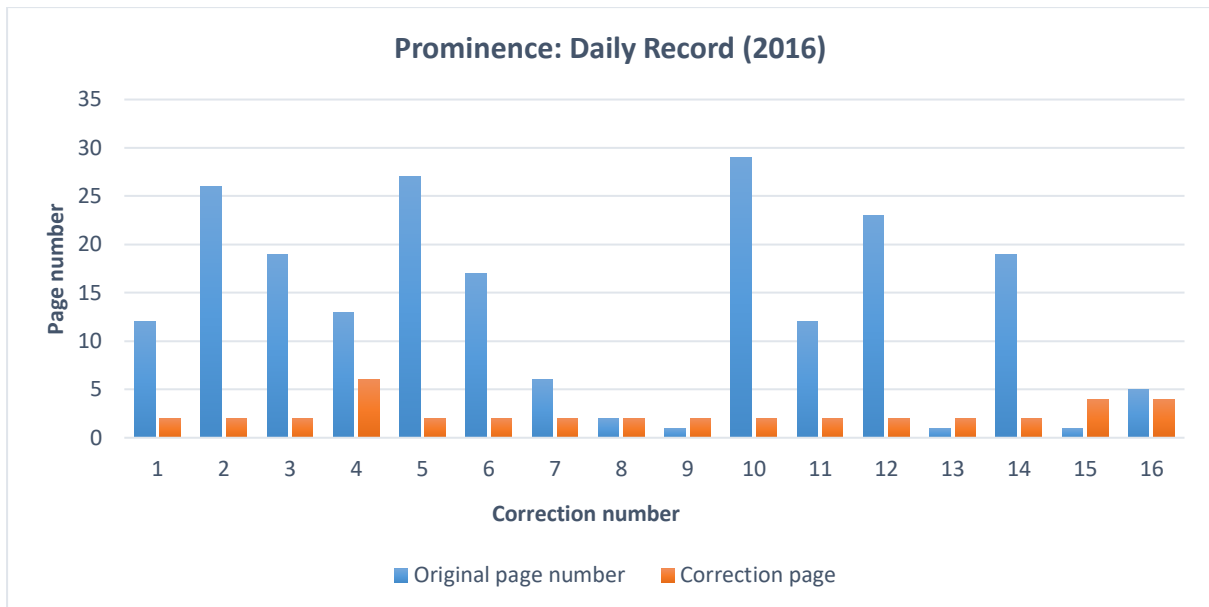


Figure 2. Prominence: Original page the article was published and correction page (2016).

Speed of corrections

The time period between the publication of the original article and the correction varied in 2011 from 1 to 90 days (table 4, figure 3).

Correction number	Newspaper title	Year	Date of original publication	Date of published correction	Timeliness
1	Daily Record	2011	14-Nov	15-Nov	1 day
2	Daily Record	2011	14-Nov	15-Nov	1 day
3	Daily Record	2011	12-Nov	15-Nov	3 days
4	Daily Record	2011	19-Nov	22-Nov	3 days
5	Daily Record	2011	21-Nov	23-Nov	2 days

6	Daily Record	2011	26-Nov	29-Nov	3 days
7	Daily Record	2011	26-Nov	29-Nov	3 days
8	Daily Record	2011	01-Sep	29-Nov	90 days
9	Daily Record	2011	28-Nov	30-Nov	2 days
10	Daily Record	2011	30-Nov	01-Dec	1 day
11	Daily Record	2011	01-Dec	02-Dec	1 day
12	Daily Record	2011	02-Dec	03-Dec	1 day
13	Daily Record	2011	05-Dec	07-Dec	2 days
14	Daily Record	2011	12-Dec	13-Dec	1 day
15	Daily Record	2011	13-Dec	14-Dec	1 day
16	Daily Record	2011	28-Nov	15-Dec	17 days
17	Daily Record	2011	17-Dec	20-Dec	3 days
18	Daily Record	2011	16-Dec	20-Dec	4 days
19	Daily Record	2011	01-Nov	22-Dec	52 days
20	Daily Record	2011	14-Dec	22-Dec	8 days

Table 4. Speed of corrections (2011)

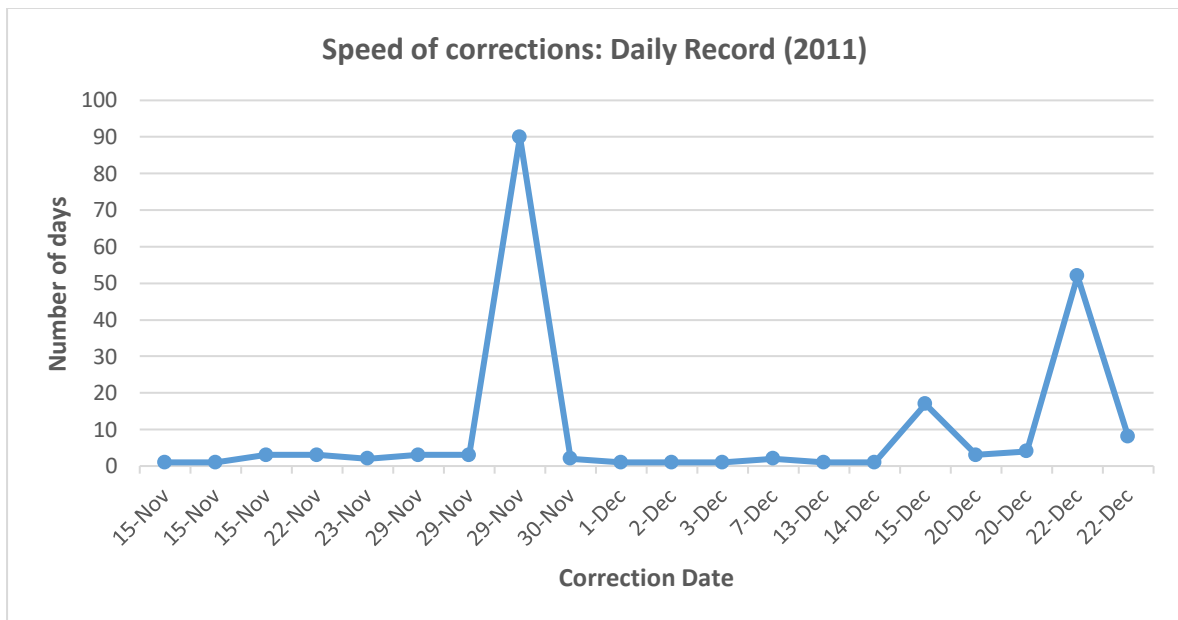


Figure 3. Speed of corrections (2011)

The longer delay is observed in three cases, on 29 November (90 days), on 5 December (155 days) and on 22 December (52 days). In the first two instances the correction concerned a wrong allegation, whereas in the latter it concerned a personal issue (pictures 5-7, below).



Picture 5. 29 November 2011



Picture 6. 05 December 2011



Picture 7. 22 December 2011

In 2016, corrections were published in a much shorter time-frame, that varied from 1 to 13 days (table 5, figure 4, below), with the exception of the correction that was published on 8 August, following an IPSO ruling (picture 8, below), indicated in bold in the table below.

Correction number	Newspaper title	Year	Date of original publication	Date of published correction	Timeliness
1	Daily Record	2016	14-Jan	18-Jan	4 days
2	Daily Record	2016	24-Mar	25-Mar	1 day
3	Daily Record	2016	23-Mar	02-Apr	10 days
4	Daily Record	2016	02-May	07-May	5 days
5	Daily Record	2016	27-May	28-May	1 day
6	Daily Record	2016	01-Jun	02-Jun	1 day

7	Daily Record	2016	20-Jun	21-Jun	1 day
8	Daily Record	2016	21-Jul	22-Jul	1 day
9	Daily Record	2016	09-Mar	08-Aug	152 days
10	Daily Record	2016	19-Aug	27-Aug	8 days
11	Daily Record	2016	20-Aug	02-Sep	13 days
12	Daily Record	2016	03-Sep	06-Sep	3 days
13	Daily Record	2016	29-Sep	30-Sep	1 day
14	Daily Record	2016	10-Oct	11-Oct	1 day
15	Daily Record	2016	14-Dec	15-Dec	1 day
16	Daily Record	2016	26-Dec	27-Dec	1 day

Table 5. Speed of corrections (2016)

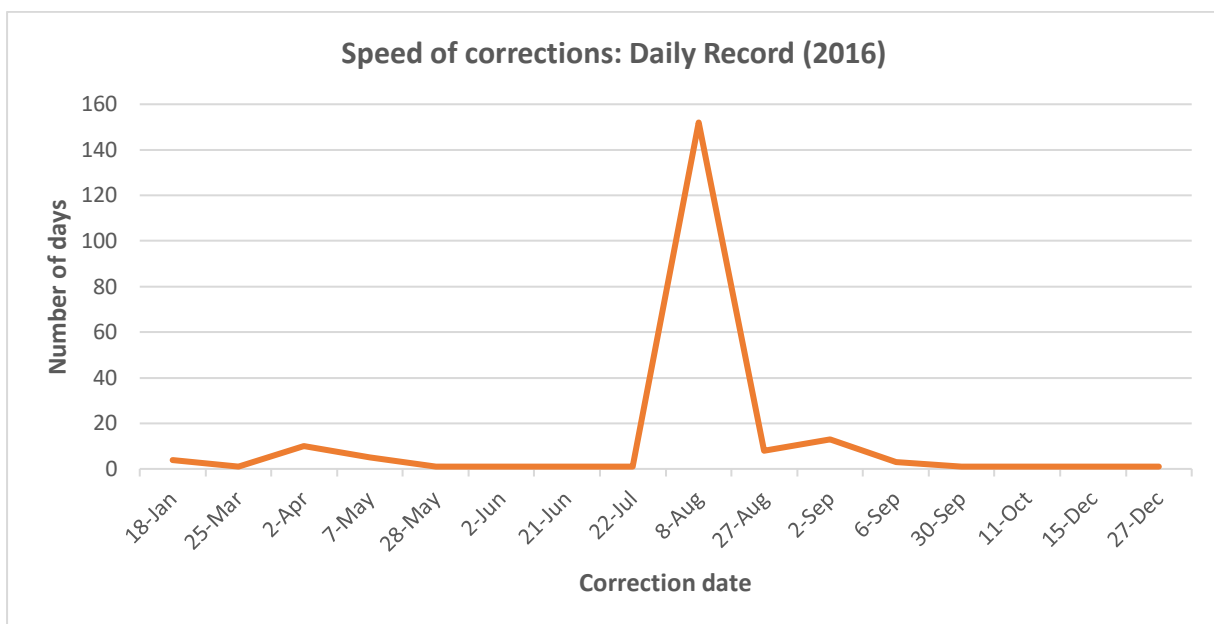


Figure 4. Speed of corrections (2016)

A visual representation for both years, is presented below (figure 5). The median for 2011 was 3 days, and for 2016, 1 day.

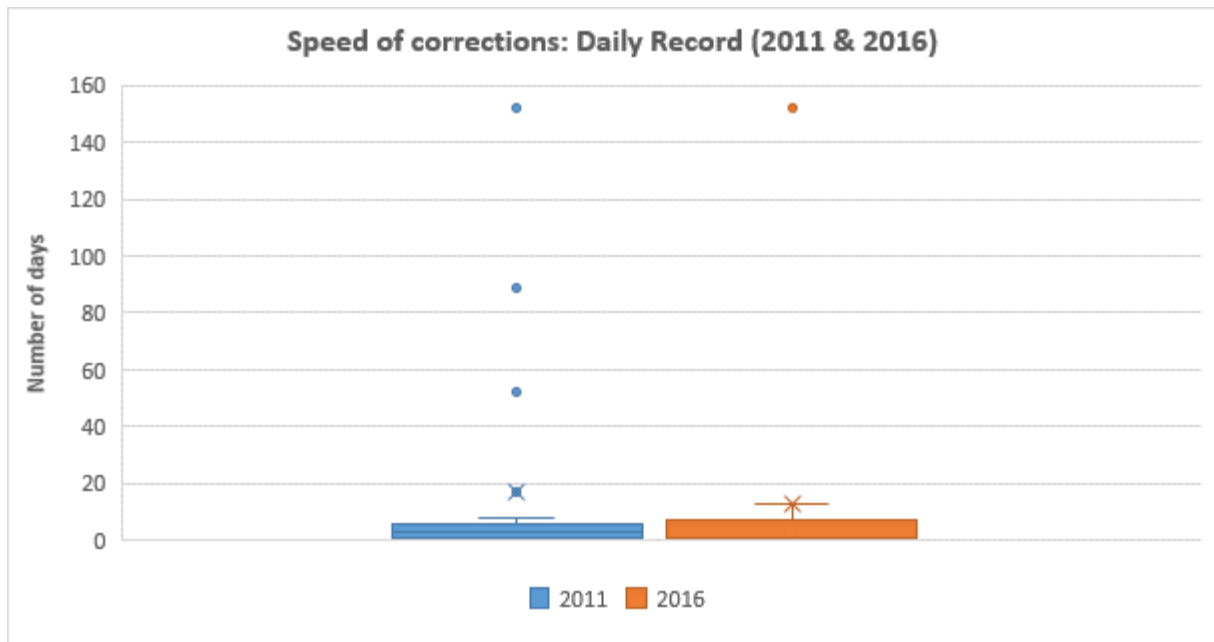


Figure 5. Speed of corrections (2011 & 2016)

The interviewee explained that the aim is to resolve complaints as quickly as possible, especially because in the post-IPSO period, speed of corrections is one of the issues for which the publication is held accountable. However, the Daily Record prioritises important matters as ‘the bigger the error, the higher the priority’, even if there is no complaint. The interviewee highlighted that ‘if it is a meaningful mistake or error, we would be doing a disservice to our readers not to correct it’. In any case, the paper does not tend to correct anything without properly investigating it, and if the case seems to take a bit longer, the editor informs the complainant that they are handling the complaint.

The newspaper’s good timeliness record is evident from the above table and figures. The only exception concerns the above-mentioned correction that was published on 8 August 2016 following an IPSO ruling, and which concerned a false allegation (picture 8, below). This was a contested case in which the complainant was in prison at the time of the complaint, which delayed the correspondence process. The correction was published 152 days from the date of the original publication and 20 days after IPSO’s decision was issued. The 14 days review period after the publication of IPSO’s ruling would, however, need to be taken into account. Unless publication and complainant agreed, it would not have been possible to publish this correction less than 14 days after IPSO issued its decision.



Picture 8. 08 August 2016

Adequacy of corrections

On most occasions, the newspaper identified the errors with sufficient clarity and managed to provide corrective and clarifying information in both years. The Daily Record also provided further information beyond the requirements set by IPSO that assisted the findability of corrections. This was even more the case in 2016 when it is compared to 2011. More specifically, in 2011, all the corrections included the date the article was originally published, however, only 10% of them included the title (headline). In 2016, the vast majority of the corrections also included the date (94%), and an increased number of them (31%) the title (headline) of the original article (figure 6). As the interviewee explained, the wording is agreed with the complainant, but the newspaper always includes a reference to the story, by referring to the date of the article, the error and the correct position. The publication became more attentive to this process post-IPSO and deals with the complaints in a more professional and thorough manner.

In 2016 there was a slight increase in the inclusion of an apology shown in figure 7 below. As was explained in the interview, the decision on whether to include an apology is a complex issue given that the inclusion of an apology could be regarded as an 'outright admission of fault'. Therefore, it has to be taken carefully and an apology needs to be offered only when it is appropriate. However, in most cases its inclusion depends on the negotiation with the complainant, when both parties agree on the wording. The most important change IPSO

brought about in this regard concerns minor corrections, which were probably not dealt with as thoroughly in the past.

The examination of a 50% sample shows that the number of words the Daily Record dedicated to its corrections in 2011 varied from 29 to 73 words, and the average was 50 words. In 2016, the amount of the words varied from 32 to 72, and the average number was 48 words, very close to 2011 average.

3.5. Daily Star

Prominence of corrections

The Daily Star published two corrections in 2011 and one correction in 2016 (table 1).

Correction number	Newspaper title	Year	Date of original publication	IPSO mediation	Date of correction
1	Daily Star	2011	09-Jul		13-Jul
2	Daily Star	2011	30-Sep		15-Oct
1	Daily Star	2016	15-Apr		16-Apr

Table 1. Published corrections (2011 & 2016)

In 2011, both corrections were published on page 2, in the right-hand column. The first correction was positioned in a yellow-coloured space, whereas the second was published in a white space. On both occasions, the corrections' titles and fonts followed the pattern of the rest of the published material in the column, which arguably reduced their visibility (pictures 1 and 2).



Picture 1. Example of correction (13 July 2011)



Picture 2. Example of correction (15 October 2011)

In 2016, the correction published on 16 April, was placed on page 23 on the right-hand side of the page, in a blue-coloured column. As in 2011, there was no specific space for the corrections, even though the newspaper included a policy statement at the bottom of the page, which could have acted as a correction space (picture 3, below).



Picture 3. Example of correction and policy statement (16 April 2016)

An interesting observation concerns the policy statement itself, which stated that ‘all corrections and clarifications which result from complaints to this publication will be published on this page’ (picture 4, below).



Picture 4. Policy statement (2016)

In 2016, the policy statement was always published on the Daily Star’s version of the letter page called ‘Forum’. However, the page number of the letters page varied from pages 19 to page 29 within the publication, as is visually represented below (figure 1),.

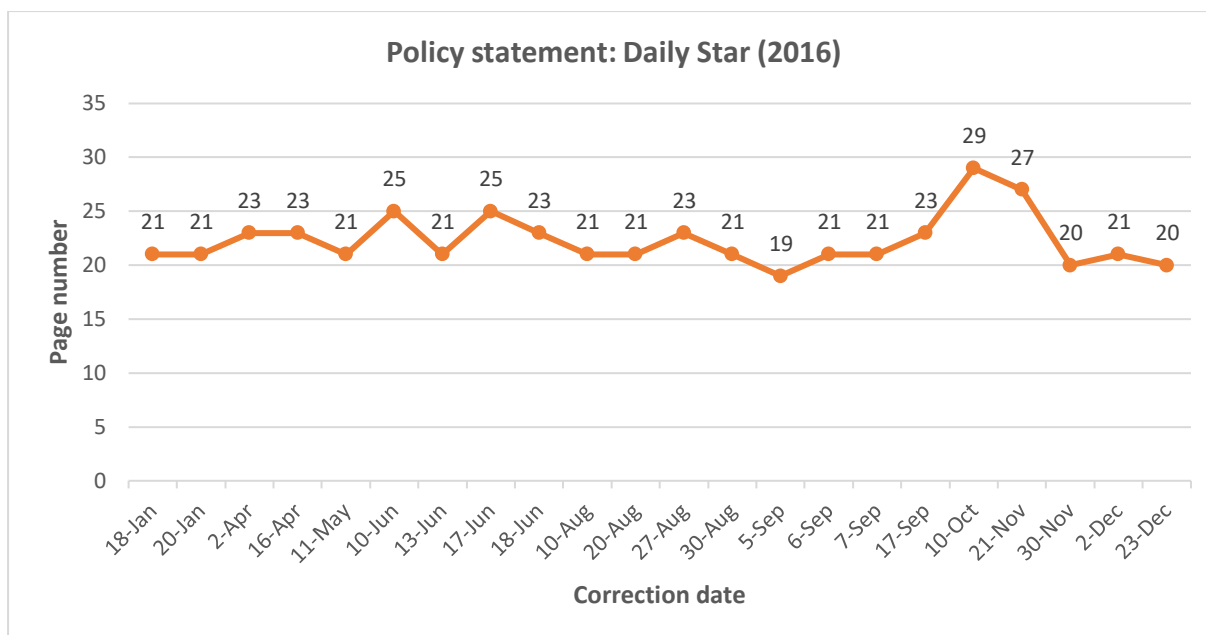


Figure 1. Policy statement (2016)

The only published correction in 2016 did not follow IPSO's intervention.

Information about the original publication page is available for all the corrections. In 2011, the corrections were published on an earlier page, whereas in 2016, it was published on a later page (table 2).

Correction number	Newspaper title	Year	Date of published correction	Original page number	Correction page
1	Daily Star	2011	13-Jul	13	2
2	Daily Star	2011	15-Oct	25	2
1	Daily Star	2016	16-Apr	4	23

Table 2. Prominence: Original page and correction page (2011 & 2016)

The number of words that the Daily Star dedicated to its corrections varied from 51 words (2016) to 56 words (for both corrections in 2011).

Speed of corrections

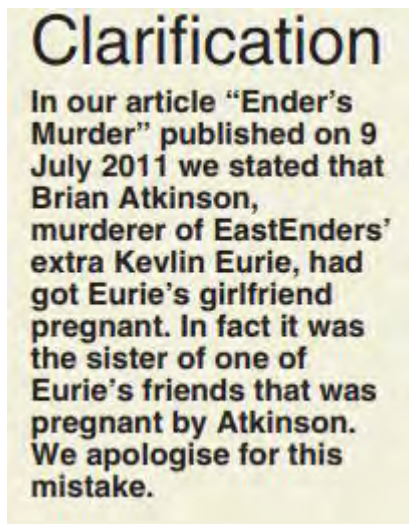
The Daily Star published all its corrections within two weeks (table 3). Regarding the correction that was published after 15 days, the publication received the complaint via the PCC on 5 October 2011, which explains why this took slightly longer.

Correction number	Newspaper title	Year	Date of original publication	Date of published correction	Timeliness
1	Daily Star	2011	09-Jul	13-Jul	4 days
2	Daily Star	2011	30-Sep	15-Oct	15 days
1	Daily Star	2016	15-Apr	16-Apr	1 day

Table 3. Speed of corrections (2011 & 2016)

Adequacy of corrections

The two 2011 corrections concerned personal affairs and provided adequate information about the error and the correct position (pictures 7 and 8).



Picture 7. 13 July 2011



Picture 8. 15 October 2011

3.6. Eastern Daily Press

Prominence of corrections

The Eastern Daily Press published four corrections in 2011 and four corrections in 2016 (table 1). None of the corrections published involved IPSO.

Correction number	Newspaper title	Year	Date of original publication	IPSO mediation	Date of published correction
1	Eastern Daily Press	2011	22-Nov		12-Jul
2	Eastern Daily Press	2011	12-Aug		15-Aug
3	Eastern Daily Press	2011	05-Jul		23-Aug
4	Eastern Daily Press	2011	20-Apr		21-Sept
1	Eastern Daily Press	2016	25-Jun		29-Jun
2	Eastern Daily Press	2016	06-Jul		13-Jul
3	Eastern Daily Press	2016	01-Aug		02-Aug
4	Eastern Daily Press	2016	18-Oct		20-Oct

Table 1. Published corrections (2011 & 2016)

The interviewee explained that ‘in terms of all the complaints we receive, and how many of the percentage of those that end up with a published correction or apology, I would say less than 5% of them end up in a published apology or clarification.’ Notwithstanding the small number of corrections that get published, the interviewee mentioned that the above-mentioned slight increase is due to the fact that ‘our process under IPSO has forced us to think really hard about our complaints process and what structure we had in place for it’.

Most of the complaints that the newspaper receives do not concern matters which are potentially a breach of the Code - they may complaints about an incorrect spelling or insignificant inaccuracies. Therefore, these complaints are easy to handle, and the interviewee explained that ‘sometimes it's difficult to draw a distinction between somebody commenting on something within a website or a newspaper and complaining about something’. In any case, the interviewee added that ‘if we have made a significant error and this can result in confusion or requires an apology, then we will do that’.

The publication did not include a specific correction column in 2011 or in 2016, but it had a dedicated space for its policy statement (picture 1, below). The interviewee explained that ‘we have considered where we have a correction and clarification column in our newspapers but on reflection we have decided, considering the volume of clarification and apologies that we publish, and the time within which we would want to do them, it wasn't practical solution to the issue and in term of how we decide where and when to publish clarification or apologies in our newspapers. It's on a case by case basis.’ The interview explained their approach to the placement of corrections in the following way: ‘by and large our rough rule of thumb is we would always like to try and ensure that apologies or clarifications appear in the first few pages of the newspaper and almost always, unless there would be a very good reason prior to the page where the initial mistake or the error was made. I often publish an apology in the newspaper of page 2 even if the original article appeared on page 32’.



Picture 1. Example of policy statement (22 March 2016).

Corrections were published on random pages: in 2011 these were published on pages 2, 23, 5 and 10 respectively (only the second one on the letters page). In 2016, they were spread across the newspaper, although in one occasion the correction was published on the letters page (13 July 2016).

As pictures 2-3 (for 2011) and 4-7 (for 2016) highlight there was no specific pattern, and also no uniform headline that would have increased the findability of the corrections.

they are all fine," said Sir Richard who was staying in another property around 100 yards away with his wife, Joan, and son, Sam, 25.

Sir Richard, 60, bought Necker Island in the early 1980s and began building the eight-bedroom Great House in 1982.

He went on: "We had a really bad tropical storm with winds up to 90mph. A big lightning storm came around 4am and hit the house."

"My son Sam rushed to the house and helped get everyone out. Kate Winslet, her boyfriend and her family were there and Holly and some of her friends were also staying. My mother was there and they managed to get her out and she is fine."

"The main house is completely destroyed and the fire is not yet completely out. My office was based in the house and I have lost thousands of photographs which is very sad."

Sir Richard added: "It's very much the Dunkirk Spirit here. We want to rebuild the house as soon as we can. We have a wonderful staff here and we want them to stay in work."

"We'll all stay here for the time being. There's a lot of



FIRE DRAMA: Sir Richard Branson's luxury home in the Caribbean. Left, guest Kate Winslet and, right, Sir Richard



MARCO PIERRE WHITE

cookes
renewable energy

death. Four men – one aged 20, two 19 and one 18 – and a 25-year-old woman have been arrested for drug-related offences.

Correction

On July 5 2011, we published a Press Association report of the acquittal at Swansea Crown Court of Stephen Lee Davies, who had been accused of rape.

The PA report stated that Mr Davies was cleared after arguing that he was suffering from the condition known as somnolence. Although the court heard evidence that Mr Davies may have suffered from the condition, his defence was that he did not have sex with the alleged victim.

We are happy to clarify this matter.

Picture 2. Example of correction (23 August 2011).

WEST NORFOLK

Incinerator debate corrections

On April 20 we reported on a meeting at Norfolk County Council about the proposed Saddlebow incinerator. Our report said Richard Burton had "led" the anti-incinerator campaign, and that council officers had "pointed out" many of the studies he cited had not been peer reviewed. Mr Burton has contacted us to confirm that the studies were peer reviewed, as he made clear at the meeting; anyone wishing to receive copies can contact him via his website www.burtonenvironmental.co.uk. We also acknowledge that Mr Burton does not lead the anti-incinerator campaign; he attended the meeting as an expert witness.

by a marshalling of bail-out resources by the ECB and the Eurozone governments if the markets decide that the game is up and go in for the kill.

In such circumstances Italy's membership of the Eurozone would be unsustainable, and one can but guess how much of that entity in its current form could be saved and rebuilt in the smoking ruins.

Not for the first time, the political elite of the Eurozone seemed yesterday to be in a state somewhere between gross complacency and paralysis after the S&P move.

Mr Berlusconi himself was certainly much closer to the former as he berated the agency and argued that downgrading was the result of "newspaper stories" and political considerations rather than the state of Italy's public finances.

It is, in truth, a mixture of the three. Italy's national debt is expected to

at a conversion rate of close to 2,000 to one.

He has shown Houdini-like abilities in so far as escaping the allegations about political corruption and his sex life that have been chasing him for a long time.

It has been looking, however, as if he may finally be running out of puff, and may soon be driven out of office by court developments or the withdrawal of political support.

There is much more than titillation in the newspaper articles he referred to.

Growing concern that he may soon be an ex-prime minister, and that Italy could then dive into deep political uncertainty, has contributed much to the mood that has been taken against Italy on the markets.

It cannot have caused immense surprise in Berlin, Paris or Brussels. The Italian stew has been simmering and occasionally threatening to come

to a head, but there (and) on the mainland, another springs somewhere else. It adds up to a picture of systemic failure and a need for a radical solution.

The basic problem is that the countries tied together in the single currency have been allowed to live by very different fiscal regimes. In some cases that has been largely by stealth, and Greece is the prime example of that.

There has also been much official turning of blind eyes, however.

And such now is the disarray that the Eurozone has to take one of two far-reaching options: its member countries have to be bound together much more closely in their budgetary policies; or those countries which have so far failed to come up to scratch have to be cut loose, and it is reduced to a core membership.

It seems too late for the former. It will require getting rule changes through national parliaments.

A 1.1pc growth in the British economy this year – much higher than the IMF's new 1.1pc prediction – will look even more oddly optimistic if the Eurozone collapses.

And the United States, which has very big economic problems of its own, has been sounding more and more anxious about economic developments in Europe.

It is possible that we are approaching territory as frightening as that which followed the Lehman Brothers collapse in 2008 and the Wall Street crash in 1929. It could, indeed, be even worse.

What is the way out? Traditional Keynesian expansionist demand management?

How does one get international agreement on that when many political leaders are still pointing to mountains of existing public debt and emphasising that that is the problem?

Picture 3. Example of correction (21 September 2011).

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NEWS local

Wednesday, June 29, 2016 | Eastern Daily Press

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IN BRIEF

Clarification over village site's use of holiday chalets

KESSINGLAND: In our story on "Bid for chalets to be used all year round is rejected" in last Saturday's EDP, we reported that a planning condition meant chalets at Ocean View Holiday Homes could only be occupied between April and October. While we reported the condition as it appeared in the Planning Inspector's report, there had subsequently been changes in the condition which allow the business to let the chalets all year round, provided they are for holiday lets. We are happy to clarify that Ocean View can use the chalets for holiday lets throughout the year.

Seal pup receives vital operation

At just one week old this seemingly abandoned seal pup has much to be grateful for after she was rescued in west Norfolk and received a successful life-saving operation.

Christened 'Bonnie' by rescuers at Hunstanton Sea Life Sanctuary, the female common seal pup was found alongside another injured pup on Old Hunstanton beach.

Seal care expert Eirian Copeland, said: "It was not until we got her back to the Sanctuary for a detailed examination that we discovered her damaged jaw. She probably got in the way of an unfriendly adult and got bitten on the chin. Hers is a particularly nasty injury, and one we've not

Sophie Biddle
sophie.biddle@hsemail.co.uk

come across before in many years of seal rescue, but we are hopeful she will make a full recovery."

Bonnie is just one of 11 rescued pups receiving care at the sanctuary in what has been one of its busiest starts to the common seal breeding season.

Experienced veterinary surgeon Chris Tinsley from the Coastal Veterinary Group in Snettisham performed the delicate procedure to wire the broken pieces of her jaw to help them knit back together.

"I have seen similar injuries in cats, usually after they've had bad falls or been hit by a car, but this was the first time I'd come across it in a seal pup," he said.

"Luckily it was a single clean break and it took only about half an hour to wire the two sides together."

Picture 4. Example of correction (29 June 2016)

OPINION and comment

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Correction to story

DE H KALARIA,
Managing Director,
Two Acres Care Home, Taverham.

The headline of an article "Taverham care home nurse denies pushing patient to floor" (EDP, July 6) is inaccurate and requires clarification. The headline implies the nurse named in the article, Ms Osazuwa Abuja, was employed by our care home. Legally, Ms Abuja was not, and has never been, an employee of ours. Ms Abuja was sent to our care home temporarily by an agency to cover for a nurse who was on maternity leave.

At Two Acres Care Home we pride ourselves on providing the best possible care and service to all our residents. As such, it is of utmost importance to us to ensure that the confidence placed in us in the provision of care and the trust in our staff, for both existing and future residents and their family members, is maintained.

We have maintained a high standard of service to all our residents and save for the very rare instances, our employed staff, including agency staff that are sent to us on an ad-hoc basis, are competent and diligent in conducting the care required for our residents. We followed all our processes and procedures following the incident. Any nurse that fails to follow our procedures, whether employed or obtained via an agency, shall be disciplined accordingly in accordance with our procedures and that of our regulating organisations.

An older driver would not have driven in this dangerous way

MRS A PARKER,
Harmer Close,
North Walsham.

For a less roundabout way it needed to help elderly drivers (Sharon Griffiths, EDP, July 7). So it's got at the older driver time again. This time it's Sharon Griffiths having a moan. I wonder if she would change her opinion if she had been driving along the Cromer Road coming into North Walsham last Friday, July 1 at about 6.30pm. Some young lads in a bright blue

souped-up VW with twin exhausts roared along, weaving in and out of other vehicles and tearing past us, only to slow down behind a white van in front of us. The driver was rocking the steering wheel causing the vehicle to sway from side to side, then with no indication it screeched down Greens Road. My husband (yes he's one of those so-called menaces

on the road, the older driver), was speechless at their actions. Other drivers were shaking their heads in disbelief.

They were too quick for me to get their number or I would have reported them. It was the ultimate in dangerous driving. An older driver would not have behaved in that way. There's never any police about.

■ EDP columnist
 Sharon Griffiths.

at these times. I know some older drivers do dither and my husband sometimes get frustrated with them but he is a patient man and makes allowances.

That young man could have caused a serious accident involving several vehicles. He should not be allowed on the road until he learns some responsibility and stops showing off to his mates. If he wants to drive like that, best he takes himself off to Shetland or somewhere before he kills someone.

Joy at rare sighting of butterfly

FRANCIS FARROW,
Honorary warden, Beeston Common
SSS/SAC,
Havelock Road, Sheringham.

Last month I was lucky enough to spot a large tortoiseshell butterfly on Beeston Common, near Sheringham.



Picture 5. Example of correction (13 July 2016)

✓ Breakfast each day, five lunches and two evening meals, including the Captain's Dinner.
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said he believed it was the "biggest year yet".
 He said: "It went really, really well. The atmosphere

despite a year of change for the Pride committee and this year's route was in reverse order to previous events.

www.edp24.co.uk

■ Do you have a story? Email lauren.cope@archant.co.uk

Harley-Davidson rally clarification

In yesterday's EDP we reported that the annual Harley-Davidson rally from Fakenham to Sheringham was sponsored by Gallery Bistro in Fakenham and Papworth's Butchers.

We would like to clarify that Gallery Bistro, Papworth's Butchers and Neil Sturman sponsored the gathering in Fakenham Market Place on Saturday morning. The Fenslanders Chapter

of the Harley-Davidson Owners Group and Lind Harley Davidson of Norwich and Newmarket sponsored the Harley event at Fakenham Racecourse and the rally.

Court case clarification

Tuesday's EDP carried an article about Edwin Spruit, 34, of Victoria Road, Diss, following his conviction at Norwich Crown Court for growing cannabis and money laundering.

The court was told, and the article stated, that Spruit enrolled at the UEA to complete his degree.

However, we have been asked to point out by the university that the UEA does not have an Edwin Spruit registered on any of its courses.

Man airlifted after collapse

A man identified as Edwin Spruit

Beltec and WWS Tarpanlins

Old Station Yard

Where the fire happened

Beltec and WWS Tarpanlins

CAROLINE J. JONES

“...the premises has been totally devastated. Tens of thousands of pounds’ worth of stock has been destroyed

Tony Smith

Norfolk Fire and Rescue Services station manager Clive Wells said: “The building was a multi-use industrial unit.

“We have no idea yet of the cause of the fire. The whole building has been destroyed, plus associated structures, outbuildings and containers.” The site contained aerosol cans which were exploding, and it was too dangerous for firefighters to initially approach the building, so they applied water from a distance.

Crews only started to scale back resources about 6am when the fire was under control. Thankfully, there were no acetylene cylinders involved in the fire, but neither was asbestos.

Picture 7. Example of correction (20 October 2016)

Information is available about the page on which the original article was published for all corrections in 2011. Two corrections were published on an earlier page than the original article (on 12 July 2011 the original article was published on page 13 and the correction on page 2, and on 15 August 2011 the original article was published on page 24, whereas the correction was published on page 23), one correction on the same page (23 August 2011), and one at a later page, as the correction concerned a front-page article (21 September 2011 – highlighted in bold in the table below) (table 2, figure 1, below).

Correction number	Newspaper title	Year	Correction date	Original page number	Correction page
1	Eastern Daily Press	2011	12-Jul	13	2
2	Eastern Daily Press	2011	15-Aug	24	23
3	Eastern Daily Press	2011	23-Aug	5	5
4	Eastern Daily Press	2011	21-Sep	1	10

Table 2. Prominence: Original page and correction page (2011)

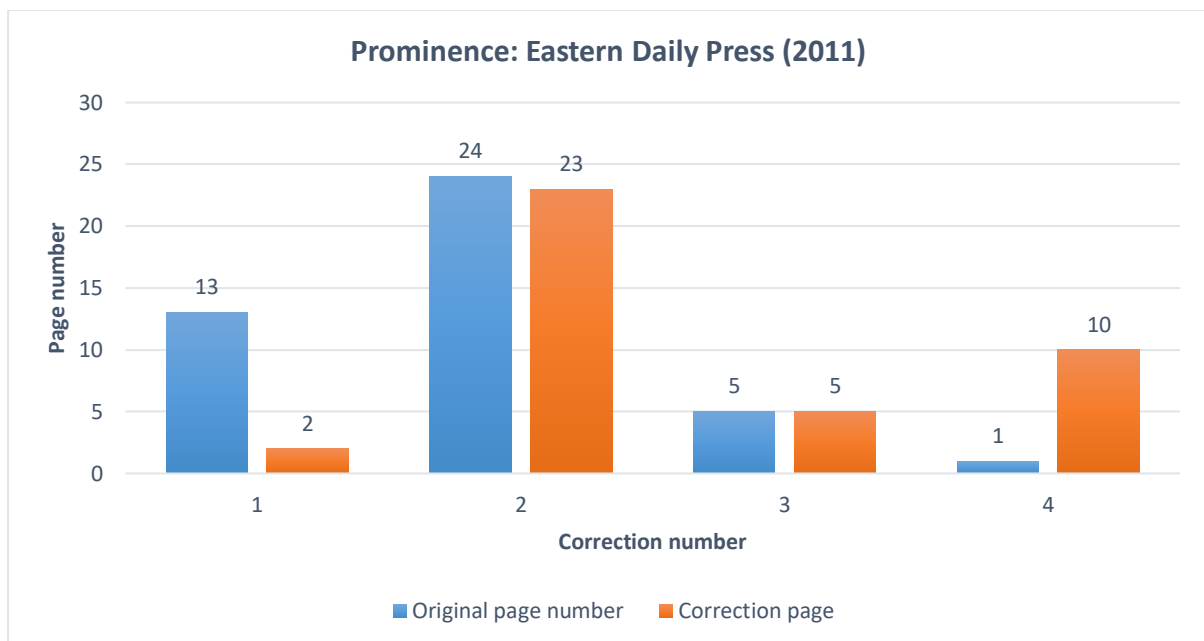


Figure 1. Prominence: Original page and correction page (2011).

In 2016, one correction was published on a later page (2 August, highlighted in bold in the table below), and one on the same page (20 October). The other two were published on an earlier page (table 3 and figure 2, below).

Correction number	Newspaper title	Year	Date of published correction	Original page number	Correction page
1	Eastern Daily Press	2016	29-Jun	58	38
2	Eastern Daily Press	2016	13-Jul	29	26
3	Eastern Daily Press	2016	02-Aug	40	42
4	Eastern Daily Press	2016	20-Oct	2	2

Table 3. Prominence: Original page and correction page (2016)

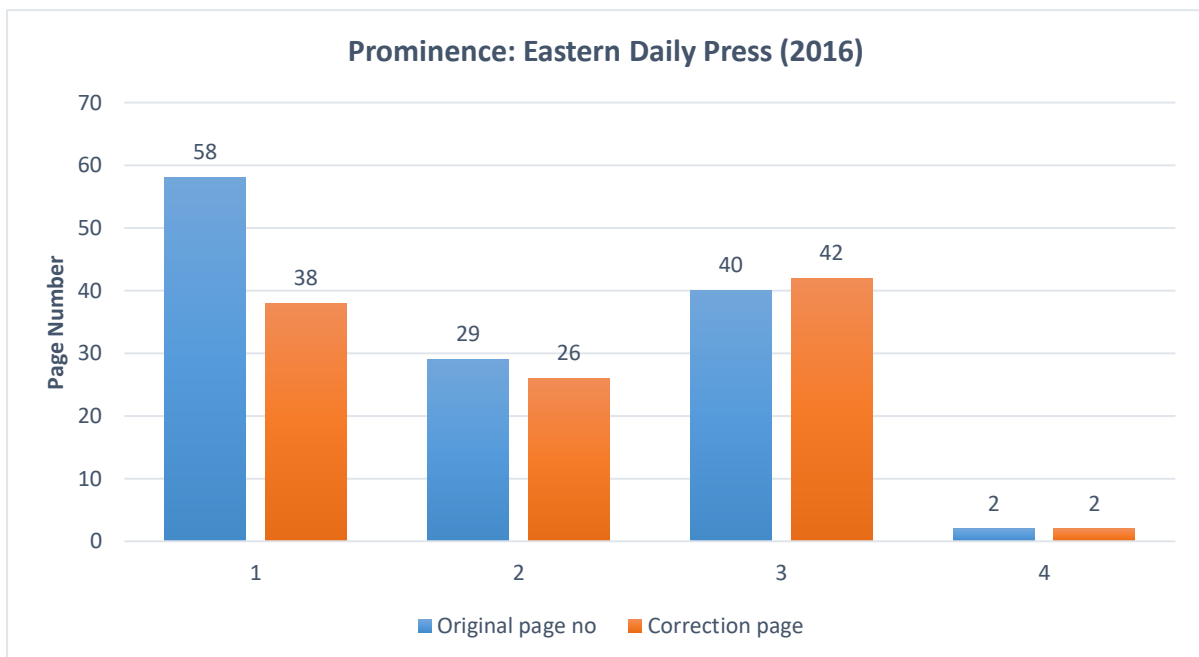


Figure 2. Prominence: Original page and correction page (2016).

Speed of corrections

In 2016, the timeframe in which the Eastern Daily Press published its corrections was within a week. This represents an important difference from 2011 when there were two significantly delayed corrections (table 4). The publication aims to deal with things promptly, and that

usually means that the correction is added in the next available edition. According to the interviewee, the only reason the correction might not get published in the next available edition is of a practical nature such as when the process of agreeing the exact wording with the complainant delays things.

Correction number	Newspaper title	Year	Date of original publication	Date of published correction	Timeliness
1	Eastern Daily Press	2011	22-Nov 2010	12-Jul	232 days
2	Eastern Daily Press	2011	12-Aug	15-Aug	3 days
3	Eastern Daily Press	2011	05-Jul	23-Aug	49 days
4	Eastern Daily Press	2011	20-Apr	21-Sep	154 days
1	Eastern Daily Press	2016	25-Jun	29-Jun	4 days
2	Eastern Daily Press	2016	06-Jul	13-Jul	7 days
3	Eastern Daily Press	2016	01-Aug	02-Aug	1 day
4	Eastern Daily Press	2016	18-Oct	20-Oct	2 days

Table 4. Speed of corrections (2011 & 2016)

As it is shown in picture 8, the correction with the highest delay concerned a wrong allegation.

NORFOLK

Correction and clarification

In articles on November 22, 2010 ("Constituency party being run by acting chairman") and December 2 2010 ("Support for ousted Tory party official"), the EDP referred to 'an unfounded allegation of assault' and reported that the police took no further action in respect of that allegation.

We now accept that the allegation

was wrongly described as 'unfounded' and that following a full investigation the police submitted the matter to the Crown Prosecution Service who decided that it was not in the public interest for the case to proceed to trial.

We are happy to put the record straight and apologise for any embarrassment caused.

Picture 8. 12 July 2011, timespan: 232 days

The difference between the two years (2011 and 2016) is presented visually below (figure 3).

The median for 2011 was 102 days, whereas for 2016, it was 3 days.

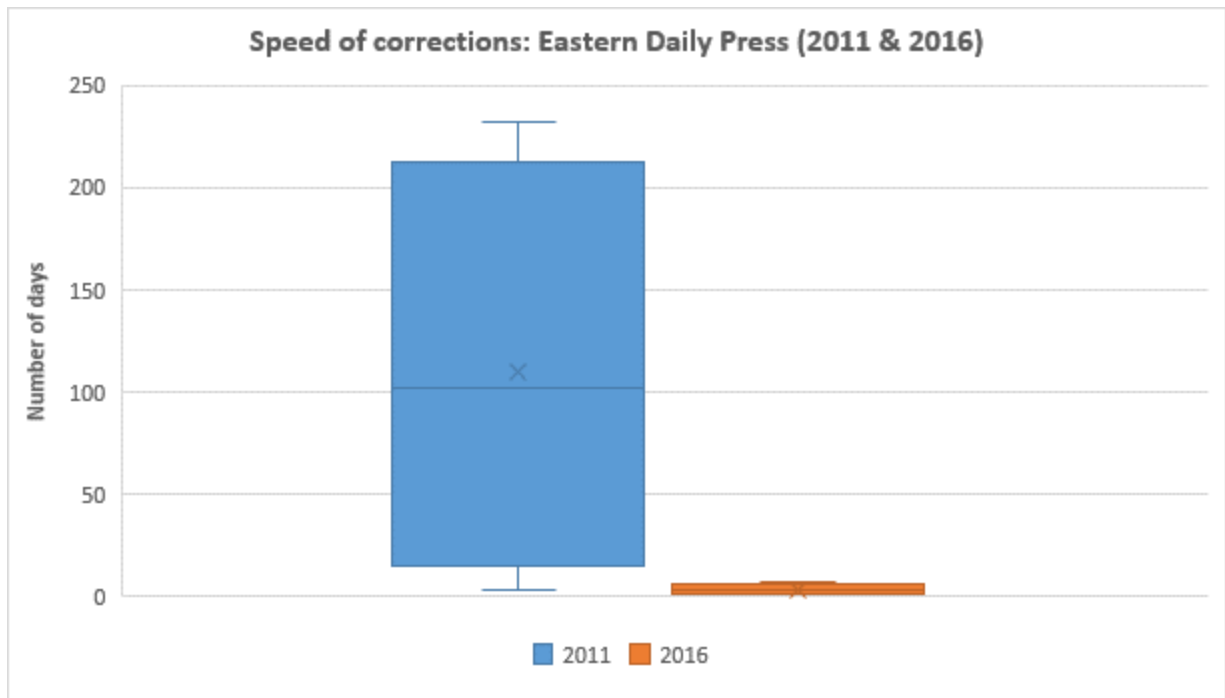


Figure 3. Speed of corrections (2011 & 2016)

Adequacy of corrections

The Eastern Daily Press identified the errors clearly and provided corrective information in all corrections from 2011 and 2016. Going over and above IPSO requirements, it consistently included the date of the published article, and – with the exception of two corrections (2 August 2016, 20 October 2016) – also the heading of the article. There was only one apology in the sample (picture 5, above). However, an element that is unique for this newspaper is that there are two cases - one in 2011 and one in 2016 - where it offered its space to non-journalists to provide a correction plus clarifying information on a matter (pictures 9, 10).

Clarifications on bus station poll

MARK STOKES,
Returning officer, Breckland Council.

I would like to correct and clarify statements made by Denis Crawford and Stuart Wilson in their letters (EDP, August 12) regarding the parish poll on the proposal to move the bus station in Thetford. Firstly Mr Crawford is incorrect in the number of electors he states. The actual number is 16,709, and not 6,709.

Stuart Wilson says in his letter that "80pc of people voted to keep the bus station at the Anchor site". This needs to be clarified.

With 2,368 people having voted the overall turnout was 14.7pc of the electorate. In all, 81pc of those who took the opportunity to vote voted no and not 80pc of the total population.

Correction to story

DR H H KALARIA,
Managing Director,
Two Acres Care Home, Taverham.

The headline of an article "Taverham care home nurse denies pushing patient to floor" (EDP, July 6) is inaccurate and requires clarification. The headline implies the nurse named in the article, Ms Osazuwa Ahuja, was employed by our care home. Legally Ms Ahuja was not, and has never been, an employee of ours. Ms Ahuja was sent to our care home temporarily by an agency to cover for a nurse who was on maternity leave.

At Two Acres Care Home we pride ourselves on providing the best possible care and service to all our residents. As such, it is of utmost importance to us to ensure that the confidence placed in us in the provision of care and the trust in our staff, for both existing and future residents and their family members, is maintained.

We have maintained a high standard of service to all our residents and save for the very rare instances, our employed staff, including agency staff that are sent to us on an ad-hoc basis, are competent and diligent in conducting the care required for our residents. We followed all our processes and procedures following the incident. Any nurse that fails to follow our procedures, whether employed or obtained via an agency, shall be disciplined accordingly in accordance with our procedures and that of our regulating organisations.

Picture 9. 15 August 2011

Picture 10. 13 July 2016

The number of words the newspaper dedicates to its corrections, varies from 72 words to 235 words in 2016, as shown in the figure below. The highest number of words concerns a special case of a correction published on 13 July.

3.7. Express and Star

Prominence of the corrections

The Express and Star published only three corrections, all of them in 2016 (table 1). None of them followed IPSO's intervention.

Correction number	Newspaper title	Year	Date of original publication	IPSO mediation	Date of published correction
1	Express & Star	2016	20-Jan		15-Feb
2	Express & Star	2016	25-May		28-May
3	Express & Star	2016	22-Jun		30-Jun

Table 1. Published corrections (2016)

In 2016, the newspaper published their complaints handling policy every day, on page 9. Likewise, corrections also appeared on the same page (9), which was also the publication's letters page. When there was a correction, a dedicated space appeared on the page, entitled 'Our Code of Conduct'. However, this was not consistently located on the same part of the page as the policy 'statement', and it could be found either on the right top corner or in different places at the bottom of the page. When there was a correction, the 'policy statement' was published in the same box as the correction as well as in a different one entitled 'How to join the debate'. When there was no correction it was only published in the 'How to join the debate' box. Despite the existence of a headline for this space there was also an additional title for each correction that either referred to the type of the correction (e.g. 'Inquest clarification' on 15 February), or to its theme (28 May, 30 June) (pictures 1-4). Overall, the use of coloured, large fonts and coloured boxes draws the correction to the attention of the reader, although this is somewhat mitigated by the fact that other adjacent boxes headed 'Letter of the week' or 'On this day in history' have a similar design.

As far as prominence is concerned, two of the corrections were published on an earlier page than the original article, but another one (28 May 2016) was published on a later page, highlighted in bold in the table below.

Correction number	Newspaper title	Year	Date of published correction	Original page number	Correction page
1	Express & Star	2016	15-Feb	14	9
2	Express & Star	2016	28-May	4	9
3	Express & Star	2016	30-Jun	13	9

Table 2. Prominence: Original page and correction page (2016)

The number of words the Express and Star dedicated to its corrections are 56, 45, and 133 respectively.

Speed of corrections

All corrections were published within the timeframe of a month. More specifically, the corrections were published within 26, 2 and 8 days respectively.

Adequacy of corrections

The clarity of corrections varied. The last correction of 30 June offered a detailed description of the error and of the correct position, whereas the second one (of 28 May) lacked such clarity (pictures 5, 6). The inaccuracy is identified but there is insufficient corrective information as a result of which it remains unclear who the actual person is who was meant to be depicted in the picture.

OUR CODE OF CONDUCT

The Express & Star's policy is to correct errors as soon as we can. The E&S adheres to the Editors' Code of Practice, which can be seen at www.ipso.co.uk



Assa Abloy

In June 22's edition of the Express & Star a story headlined 'Locks giant at centre of £11.5m deal' mistakenly suggested that Assa Abloy's School Street headquarters site in Willenhall (shown right) was part of a property sale. The sale in fact involved another site operated by Assa Abloy, The Meadows



building on Cannock Road in Wolverhampton, and the property acquisition by Custodian REIT had no connection with the Willenhall operation.

We apologise for the error and Assa Abloy have asked us to make it clear the company retains sole ownership of its headquarters in Willenhall and considers that an important demonstration of its commitment to a long term presence in the area. The sale of the freehold of the Meadows site will have no impact on Assa Abloy's activities.

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Martyn Morgan

A report on an incident at Smestow School in Wolverhampton was carried in Thursday's Express & Star. A picture was incorrectly used of the late Martyn Morgan, who headed up Talbots Law in the region. We apologise for any upset caused to all concerned.

Picture 5. 30 June 2016

Picture 6. 28 May 2016

Moving beyond the IPSO requirements, all corrections included the date of the original article, but none of them provided its headline. Apologies were used in two of the three cases, where there was a significant reason.

3.8. Lincolnshire Echo

Prominence, speed and adequacy of corrections

The Lincolnshire Echo only published one correction in 2011, and no corrections in 2016 (table 1). There was no IPSO intervention for the publication for 2016.

Correction number	Newspaper title	Year	Date of original publication	IPSO mediation	Date of published correction
1	Lincolnshire Echo	2011	18-Jun		21-Jun

Table 1. Published correction (2011)

The correction in 2011 was published on page 12, on the left-hand column of the page. It was entitled 'Comment clarification', and the publication used the same fonts and structural elements as for the rest of the content on that page (picture 1). It was, however, quite visible due to the large font headline that the Lincolnshire Echo used. In 2011, the newspaper also published a policy statement related to the PCC, under the title 'Your Echo', although this appeared on a different page (page 2) (picture 2).



Picture 1. Example of correction (21 June 2011)



Picture 2. Example of policy statement (2011)

The length of the correction was 124 words. This included both the title and the date of the original article, as well as an apology, as the correction concerned a misidentification of a person and the wrong attribution of a particular quote to this person (picture 3). The correction clearly identified the error and provided clarifying information. It was, however, published on a later page (12) compared to the original article, which was published on page 7. The correction was published in a timely manner, within three days.

Comment clarification

IN A story headed "Councillor found to have breached code of conduct", published on Saturday, June 18, we quoted Councillor Marc Jones, a Conservative city councillor, saying he was not happy about the decision and would make an appeal.

This was wrongly attributed to Mr Jones speaking after the meeting and was in fact said by Councillor Neil Murray.

As reported, Labour member Mr Murray was the defendant in the case and suspended for 14 days after he was ruled to have called Mr Jones a liar.

Earlier in the article it was correctly stated Mr Murray would appeal the decision made.

We are happy to make this clear and apologise for any confusion that may have been caused.

Picture 3. 21 June 2011

Despite the lack of corrections in 2016, the newspaper published a daily policy statement on the left-hand column of page 2, directly below the newspaper's contact details (picture 4).



Picture 4. Example of policy statement (2016)

3.9. Manchester Evening News

Prominence of corrections

The Manchester Evening News published nine corrections in 2011 and only one correction in 2016 (table 1). The correction in 2016 did not follow IPSO intervention.

Correction number	Newspaper title	Year	Date of original publication	IPSO mediation	Date of published correction
1	Manchester Evening News	2011	14-Feb		19-Feb
2	Manchester Evening News	2011	04-Feb		21-Feb
3	Manchester Evening News	2011	29-Mar		01-Apr
4	Manchester Evening News	2011	17-Jun		21-Jun
5	Manchester Evening News	2011	21-Jun		22-Jun
6	Manchester Evening News	2011	25-Jun		28-Jun
7	Manchester Evening News	2011	08-Jul		09-Jul
8	Manchester Evening News	2011	06-Jul		08-Sep
9	Manchester Evening News	2011	07-Dec		09-Dec
1	Manchester Evening News	2016	01-Jan		02-Jan

Table 1. Published corrections (2011 & 2016)

In relation to prominence, there is a difference between 2011 and 2016. The limited number of corrections in 2016 does not however allow for a direct comparison. In 2011, five out of nine corrections were published on page 2. The remaining ones were published on different pages (19 February: page 16; 1 April: page 27; 8 September: page 4; 9 December: page 48), which were also the respective letters page, apart from the correction on 8 September 2011. In all cases, corrections were located on the right-hand column of the page. However, there was no standard headline. Corrections usually included the word ‘clarification’, they indicated the theme of the correction, and used the same font and type colour as the other headlines on the page. The use of same fonts (size and colour) does not render corrections particularly visible (pictures 1 and 2). The correction on 8 September 2011, while it followed the same

visual rules, did not include an indicator that the text was referring to a correction (e.g. a relevant headline) (picture 3).



Picture 1. Example of correction (19 February 2011)



Picture 2. Example of correction (21 February 2011)



Picture 3. Example of correction (08 September 2011).

In 2016, the publication took a totally different approach with a dedicated corrections column on page 2 at the right-hand bottom corner, which included the newspaper's complaints handling policy. This box was published on every day within the sample. In the one instance

when there was a correction, this was also included in the same space as the policy statement (picture 4). The publication investigates the complaint internally, if the complainant contacted them first, and, if they feel it is justified, agree with them a form of wording for the apology/clarification and publish it as soon as possible. If they do not think the complaint is justified, they would always pass on IPSO's details in case the complainant wants further advice. Complaints sent straight to IPSO are referred to the publisher's central legal team. Again, an attempt is made to resolve the situation directly with the complainant in the first 28 days before IPSO would begin an investigation.

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"This document seems to confirm plans to downgrade North Manchester General, yet senior managers shared hardly any of the details when they appeared before the health scrutiny committee the following day, including apparent changes to A&E. North Manchester councillors are trying to engage with Pennine in good faith, but it's become increasingly difficult for us to have much confidence in what they tell us."

Blackley and Broughton MP Graham Stringer said he was now seeking a parliamentary debate on the issue.

He added: "Outrage is a bit too moderate for the way I feel about this."

It is unclear when patients will go to access any services that are removed, but some are likely to go to Oldham.

A spokesman for Pennine said it was discussing 'a number of possible scenarios for the future shape and location of our hospital services', including with the council.

He added: "At the moment these are just discussions and no decisions have been made. Any proposals which emerge from these discussions will be the subject of

local NHS CCG commissioners next year."

CORRECTIONS AND COMPLAINTS

In yesterday's paper we published details of a 50 per cent off deal at The Botanist. The offer is only available at the Deansgate branch and not in Alderley Edge as we stated. We apologise for this error and any confusion caused.

If we have published anything that is factually inaccurate, please contact the editor on 0161 211 2920 at newsdesk@man-eve.co.uk or at Mitchell Henry House, Hollinwood Avenue, Oldham OL9 8EF and, once verified, we will correct it as soon as possible.

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ROB IRVINE
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'At the moment these are just discussions and no decisions have been made'

Picture 4. Example of correction (02 January 2016).

As far as the prominence is concerned, in 2011 there are two occasions when the corrections were published on a later page than the original article (table 2 and figure 1, below). These are indicated in bold in the table below. In 2016, the correction appeared on an earlier page than the original story.

Correction number	Newspaper title	Year	Date of published correction	Original page number	Correction page
1	Manchester Evening News	2011	19-Feb	30	16
2	Manchester Evening News	2011	21-Feb	13	2
3	Manchester Evening News	2011	01-Apr	9	27
4	Manchester Evening News	2011	21-Jun	24	2
5	Manchester Evening News	2011	22-Jun	7	2
6	Manchester Evening News	2011	28-Jun	2	2
7	Manchester Evening News	2011	09-Jul	17	2
8	Manchester Evening News	2011	08-Sep	N/A	4
9	Manchester Evening News	2011	09-Dec	40	48
1	Manchester Evening News	2016	02-Jan	11	2

Table 2. Prominence: Original page and correction page (2011 & 2016).

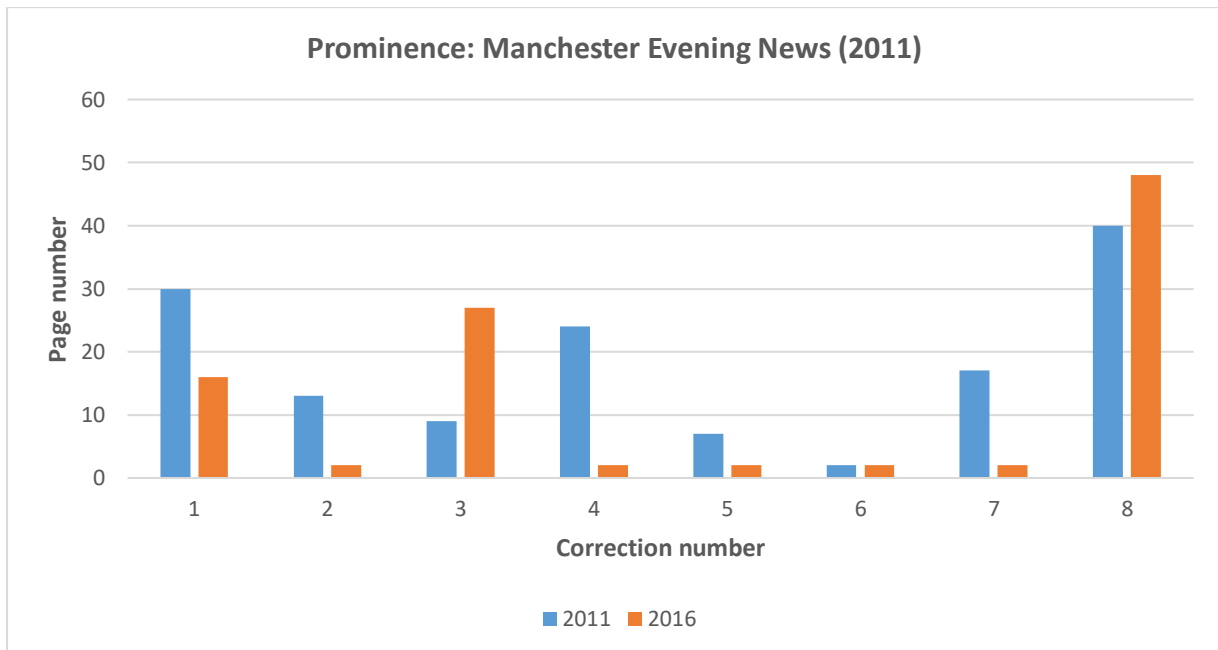


Figure 1. Prominence: Original page and correction page (2011)

The number of words the newspaper dedicates to its corrections varied from 44 to 73 in 2011. In 2016, the correction was 44 words.

Speed of corrections

In 2011, corrections were published in a timely fashion, ranging from 1 to 17 days (figure 23), apart from the correction published in 8 September, which required 64 days. This concerned the signing of an agreement between two parties (picture 5). The correction in 2016 was published within a day (table 3, figure 2). The median for 2011 was 3 days, whereas the correction in 2016 was published within one day.

Correction number	Newspaper title	Year	Date of original publication	Date of published correction	Timeliness
1	Manchester Evening News	2011	14-Feb	19-Feb	5 days
2	Manchester Evening News	2011	04-Feb	21-Feb	17 days
3	Manchester Evening News	2011	29-Mar	01-Apr	2 days
4	Manchester Evening News	2011	17-Jun	21-Jun	3 days
5	Manchester Evening News	2011	21-Jun	22-Jun	1 day
6	Manchester Evening News	2011	25-Jun	28-Jun	3 days
7	Manchester Evening News	2011	08-Jul	09-Jul	1 day
8	Manchester Evening News	2011	06-Jul	08-Sep	64 days
9	Manchester Evening News	2011	07-Dec	09-Dec	2 days
1	Manchester Evening News	2016	01-Jan	02-Jan	1 day

Table 3. Speed of corrections (2011 & 2016)

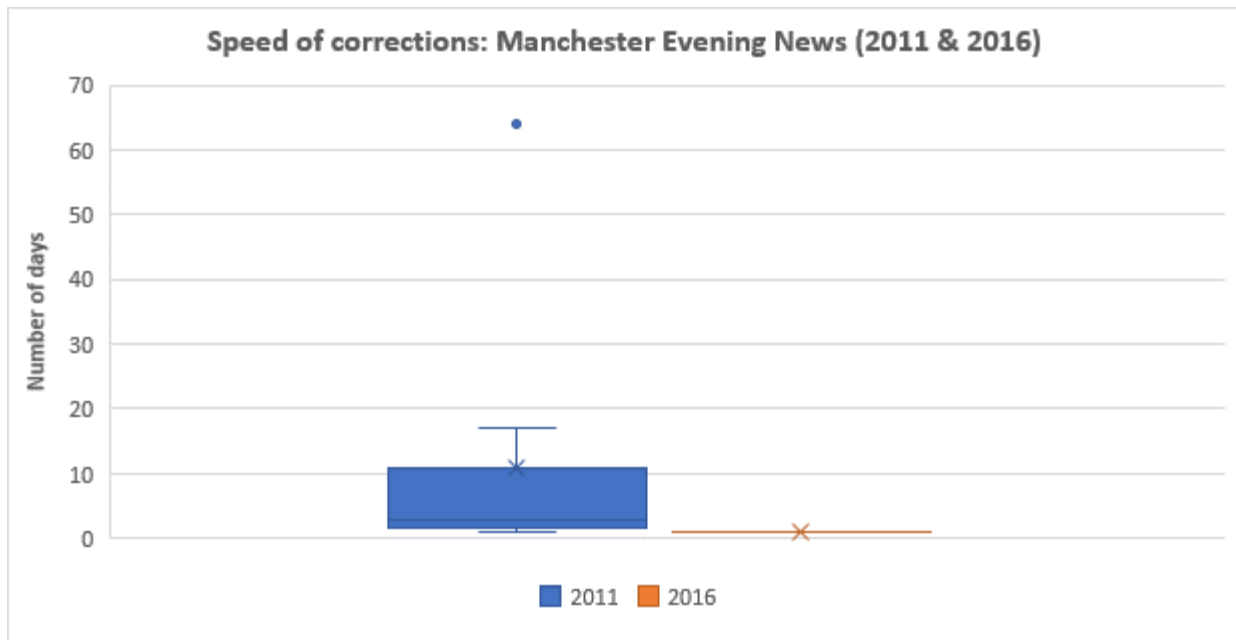


Figure 2. Speed of corrections (2011 & 2016)

► Applied Language Solutions

IN an article on July 6, we stated that Applied Language Solutions had 'signed a framework agreement with the Ministry of Justice that would see it provide translators and inter-

preters'. In fact, while ALS had won the tender process at the date of publication, the framework agreement was not signed until August 23. We are happy to make this clear.

Picture 5. 08 September 2011.

Adequacy of corrections

All corrections identified the error clearly and offered the correct position.

Most corrections went beyond IPSO requirements (apart from the one on 9 July 2011) and included the date of the original article. However, the headline was omitted from the correction in all cases. An apology was provided on one occasion only, in the correction published on 2nd January 2016 (picture 4 above), which was related to an error that might have caused inconvenience to readers as it referred to a wrong location about where they could find a product at a discounted price.

3.10. Metro

Prominence of corrections

Metro published 36 corrections in 2011 and 30 corrections in 2016 (table 1, Appendix 3). None of them followed IPSO's intervention. In both 2011 and 2016 corrections were published almost exclusively on page 2 (apart from two occasions, on 21 April 2016 and 26 August 2016, when they appeared on page 4).

On 17 October 2011, the publication introduced its 'Corrections & clarifications' column, which was located at the top of page 2, usually at the right-hand side of the page, although it occasionally appeared in other positions. The corrections column was appropriately signposted, as the newspaper used distinct colours and its logo to attract attention (pictures 1 and 2, below). On 8 November 2011, the location of the correction column changed: Metro introduced a new column, entitled 'Metro Dateline', which was positioned at the top of page 2, on the left-hand side. This also included a 'Corrections and clarifications' area. Even though the publication kept a dedicated space with a standard headline for the corrections, this area was less visible, as the fonts (size and colours) were similar to the ones used for the rest of the 'Dateline' column (picture 3, below).



Picture 1. Example of correction and policy statement (26 October 2011)

2 METRO Tuesday, October 18, 2011

Today's menu

60 Second Interview > P10
Good Taste > P20-23
Guilty Pleasures > P34-37
Life > P38-41
TV Listings > P42-44
Business & Finance > P46-47
Puzzles > P49
E-mail > P51
Classified > P52-59
Sport > P60-68
National Lottery
Lotto Plus 5: 1, 3, 10, 12, 21, 37.
Bonus: 18.

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Corrections & clarifications
■ An article last Friday described the dangers of new drug Mano 10. We have been asked to point out that pills marked Mano 10 are believed to be a brand of diazepam, more commonly known as Valium. The blue tablets are said to originate from India or the Far East.
If you spot any errors in Metro, please email correct@ukmetro.co.uk. Or write to: Corrections, Room 246, Metro, 2 Derry St, London W8 5TT.

Certified Distribution August 28 - October 2, 2011: London 779,779 Metro UK 1,380,240

A dab a day keeps the cold away.

Immediate and lasting relief of dry skin, whatever winter brings.



Picture 2. Example of correction and policy statement (18 October 2011)

2 METRO Tuesday, November 8, 2011

METRO dateline

Say hello to Ed!
The new-look Metro appears to be going down well with lots of readers. We've already had lots of positive comments about the redesign so keep them coming in. Today we welcome comedian and actor Ed Byrne as a new weekly columnist. He spouts his views on 'dangerous comedy' on **Page 41**. Also sharing his thoughts with us is satirical journalist PJ O'Rourke who was interviewed for **60 Seconds** on **Page 20**. Our **In Focus** section, going behind the headlines, looks at efforts to crack down on the whaling industry on **Pages 10 and 11**. Send comments about the new look to: mail@ukmetro.co.uk or go to www.metro.co.uk/redesign

QUOTE OF THE DAY
I am a terrible dad. At school, my children pretend they are Anton du Beke's kids
Comedian, Rob Brydon

Corrections and clarifications
In our Weekend By Numbers sport feature yesterday, we said Manchester City's achievement in netting in 17 straight games was a Premier League record. This should have said club record - Arsenal scored in every league game in the 2001-2 season, for example.
If you spot any errors in Metro, please email correct@ukmetro.co.uk with the article and date as the subject line. Or write to Corrections, Room 246, Metro, 2 Derry Street, London, W8 5TT

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Today 12°C Tonight

Picture3. Example of correction and policy statement (8 November 2011)

In 2016, the newspaper still had a specific corrections column, entitled 'Corrections & Clarifications'. It usually appeared at the bottom of page 2, in the right-hand corner. The dedicated space was coloured differently (beige background), and to enhance visibility, the newspaper used red capital letters for the headline. In this area, it also included its policy statement (picture 4, below). There are instances though, in which the correction was located in a different place. When that occurred, the 'Corrections & clarifications' area became less visible as a whole column including the correction was coloured the same way (pictures 5-6).



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CORRECTIONS & CLARIFICATIONS

In Friday's Lust List, we said the price of the Hoover Unplugged 32.4V Lithium Cordless Stick Vacuum from argos.co.uk was £129.99. It is in fact retailing at £179.99. Metro strives for complete accuracy but mistakes do sometimes slip in. If you spot anything, please email correct@ukmetro.co.uk with the article and date as the subject line.

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Picture 4. Example of correction (26 October 2016)

CORRECTIONS & CLARIFICATIONS

In yesterday's Lust List, we put the incorrect website link in the Great Festival in Goa. It is in fact greatfestivalgoa.com.

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Editorial
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Cyber crooks 'tempt 1 in 3 with bogus festive offers'

By VICKY SHAW

ALMOST a third of online shoppers may be tempted to put themselves at risk of fraud by clicking on bogus festive offers, according to a new survey.

THE victim of a bank transfer scam lost almost £400,000 in one transaction, according to Whistle. Whistle wants to see banks

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Editorial
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IN BRIEF

Now former Ukip leader quits the party

FORMER leader Diane James is leaving Ukip after her relationship with the party became 'increasingly difficult'. The 57-year-old (pictured) was elected as Nigel Farage's successor in September but quit after 18 days. She is the latest Ukip MEP to sit as an independent after Stephen Holloby left the party last month.

Interim leader Mr Farage accused her of 'irrational selfishness' and said she should not be an MEP.



My budgies nearly killed me, says breeder

A BIRD lover had to give up her 80 budgies after spending 20 years being unwittingly poisoned by their plumage.

Lynne Purvis (pictured), 67, developed Pigeon Fancier's Lung from years of inhaling the feathers and dust of her budgies and other birds.

Doctors told the retired nurse of Southport, Merseyside, she had to choose 'her birds or her life'.



Picture 5. Example of correction (22 November 2016)

CORRECTIONS & CLARIFICATIONS

THE car park that mistakenly issued a £3.4million ticket (in yesterday's paper) is run by Parkmobile, not NCP.

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BANK HOLIDAY

Metro will not publish on Monday.

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Girls and boys

By RYAN HOOPER

GIRLS continue to outperform boys at GCSE although grades have fallen across the board, according to results released yesterday.

The figures show the gender gap has increased slightly - by 0.5 per cent - with 71.3 per cent of girls' entries awarded at least a C grade, compared with 62.4 per cent of boys' results.

In total, just over two-thirds of entries in England, Wales and Northern Ireland were awarded A*-C grades - an 'unexpected' 2.1 per cent drop on last year, according to educationists.

There was also a 0.1 per cent drop in A* grades - the fifth year running that there has been a fall - with just 4.5 per cent of entries given the highest mark this year.

The results included many students resitting English and maths under new conditions requiring them to study the subjects to reach a C grade. 'There is significant movement in this year's entries, which impacts on results and creates a very complex national picture,' said Michael Turner, director general of the Joint Council for Qualifications.

However, there was a 'really encouraging' 76.4 per cent rise in entries for computing, according to Andrew Hall, chief executive of exam board AQA.

Star of the new *Swallows and Amazons* film, Seren Hawkes, was 'extremely happy' with her GCSE results, which included a C in drama. The 16-year-old, of Southsea, Hampshire, said: 'Doing GCSE drama really helped me get the role - it's the only acting I'd done.'



Delighted: Seren shows off her results - one A grade, two Bs and four Cs

Teen who 'stabbed for fun' faces years in jail

A TEENAGER who 'stabbed people for fun' when a water fight in Hyde Park exploded into violence is facing years behind bars.

Joshua Clements, one of his victims, was so serious he was first charged with attempted murder, the Old Bailey heard. Judge Michael Topolski QC described him as 'a cold-blooded killer'.



Corbyn back on Virgin train - now with a seat

AFTER the 'traingate' row over his journey to Newcastle, you might have expected Jeremy Corbyn to take his next trip by coach. But the Labour leader was back on the Virgin train.

LABOUR'S plea to security giant G4S to cover its conference has been turned down. The party asked G4S despite votinu to snub it over arson.



Picture 6. Example of correction (26 August 2016)

The visibility of corrections was also reduced when the newspaper published multiple corrections on the same day. This happened almost exclusively in 2011 (apart from one occasion on 05 September 2016). On these occasions Metro did not use any dividers, or any design features to distinguish different corrections from each other (pictures 7 and 8).

Corrections and clarifications

The capital of Tanzania is Dodoma, not Dar es Salaam as we said in our article on the visit of Charles and Camilla on Page 31 of yesterday's Metro.

In our tennis ATP Year-To-Date Rankings table, we said Robin Soderling was from The Netherlands. He is Swedish. Metro strives for complete accuracy but, in the heat of meeting deadlines, mistakes do sometimes slip in. If you spot anything, please email correct@ukmetro.co.uk with the article and date as the subject line.

Picture 7. 9 November 2011

Corrections and clarifications

In the story about the Christmas getaway yesterday, we reported that rail fares will go up by 'at least' 5.9 per cent next month. In fact rail fares will rise by an average of 5.9 per cent overall in January.

In The Green Room last Thursday, Neil Sean stated that Coronation Street: The Musical looked doomed because tickets were not selling fast. In fact, more than 50 per cent of tickets for the production were sold within the first week on sale, according to the MEN Arena box office.

Metro strives for complete accuracy but, in the heat of meeting deadlines, mistakes do sometimes slip in. If you spot anything, please email correct@ukmetro.co.uk with the article and date as the subject line.

Picture 8. 23 December 2011

The page on which the original article was published is available for all corrections in 2011.. All of them were published on an earlier page than the original article (table 1 - cited in Appendix 3, also visually represented in figure 1, below).

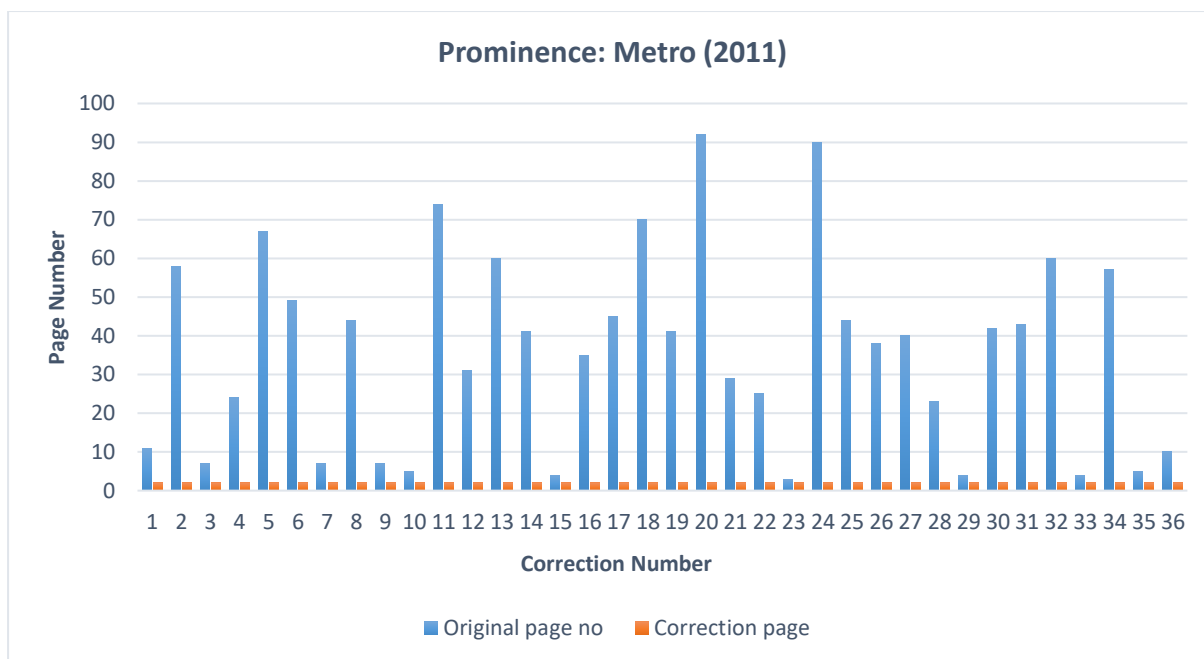


Figure 1. Prominence: Original page and correction page (2011).

In 2016, this tendency remained largely the same, with a correction published on a later page than the original story only in four instances. For three of these four instances the story was originally published on the front-page and the correction on page 2 (15 January, 08 June and 15 December), whereas for the fourth correction (26 August) the article was published on page 3 and the correction on page 4. These are indicated in bold in the table below. There are also two corrections (18 March, 2 November) that were published on the same page (2) as the original article (table 2, also visually represented on figure 2).

Correction number	Newspaper title	Year	Date of published correction	Original page number	Correction page
1	Metro	2016	15-Jan	1 and 5	2
2	Metro	2016	17-Feb	26	2
3	Metro	2016	18-Mar	2	2
4	Metro	2016	22-Mar	9	2
5	Metro	2016	11-Apr	32	2
6	Metro	2016	15-Apr	7	2
7	Metro	2016	10-May	11	2

8	Metro	2016	20-May	4	2
9	Metro	2016	08-Jun	1 and 20	2
10	Metro	2016	20-Jun	4	2
11	Metro	2016	27-Jun	69	2
12	Metro	2016	15-Aug	40	2
13	Metro	2016	19-Aug	4	2
14	Metro	2016	26-Aug	3	4
15	Metro	2016	05-Sep	47	2
16	Metro	2016	05-Sep	7	2
17	Metro	2016	06-Sep	23	2
18	Metro	2016	19-Sep	36	2
19	Metro	2016	26-Sep	6	2
20	Metro	2016	27-Sep	16	2
21	Metro	2016	25-Oct	5	2
22	Metro	2016	26-Oct	48	2
23	Metro	2016	28-Oct	6	2
24	Metro	2016	02-Nov	2	2
25	Metro	2016	11-Nov	25	2
26	Metro	2016	22-Nov	38	2
27	Metro	2016	09-Dec	22	2
28	Metro	2016	15-Dec	1	2
29	Metro	2016	21-Dec	5	2
30	Metro	2016	23-Dec	27	7

Table 2. Prominence: Original page and correction page (2016).

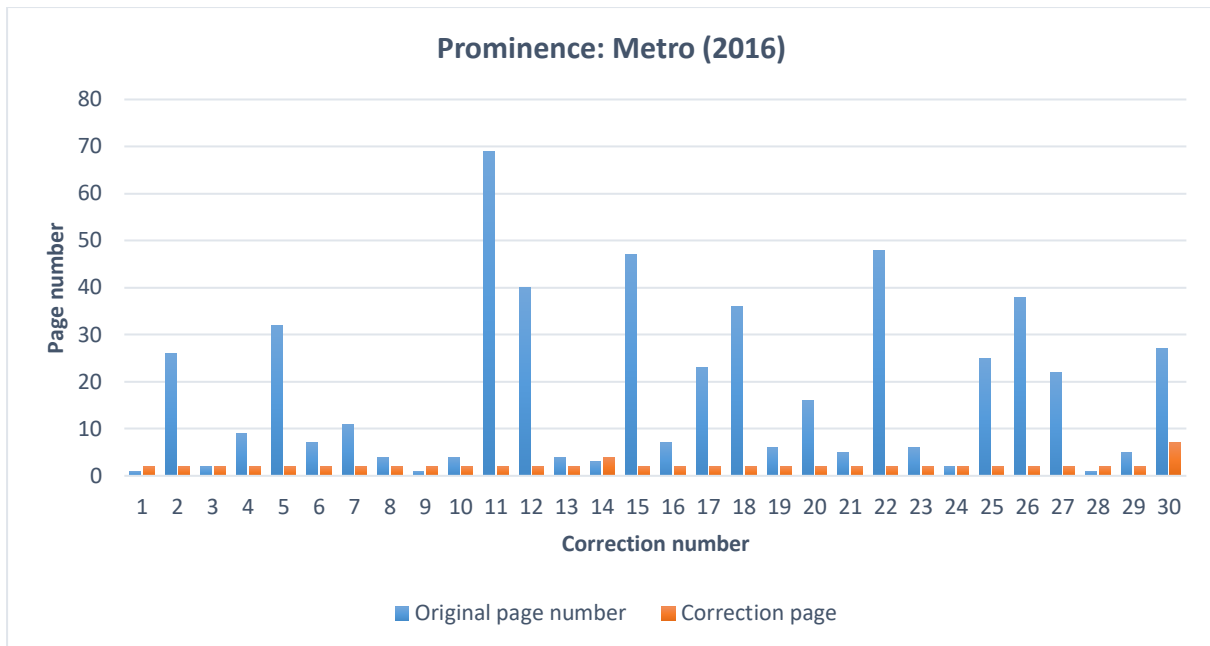


Figure 2. Prominence: Original page and correction page (2016).

Speed of corrections

In 2011, Metro published all corrections within eight days (table 3 - cited in Appendix 3, and figure 3).

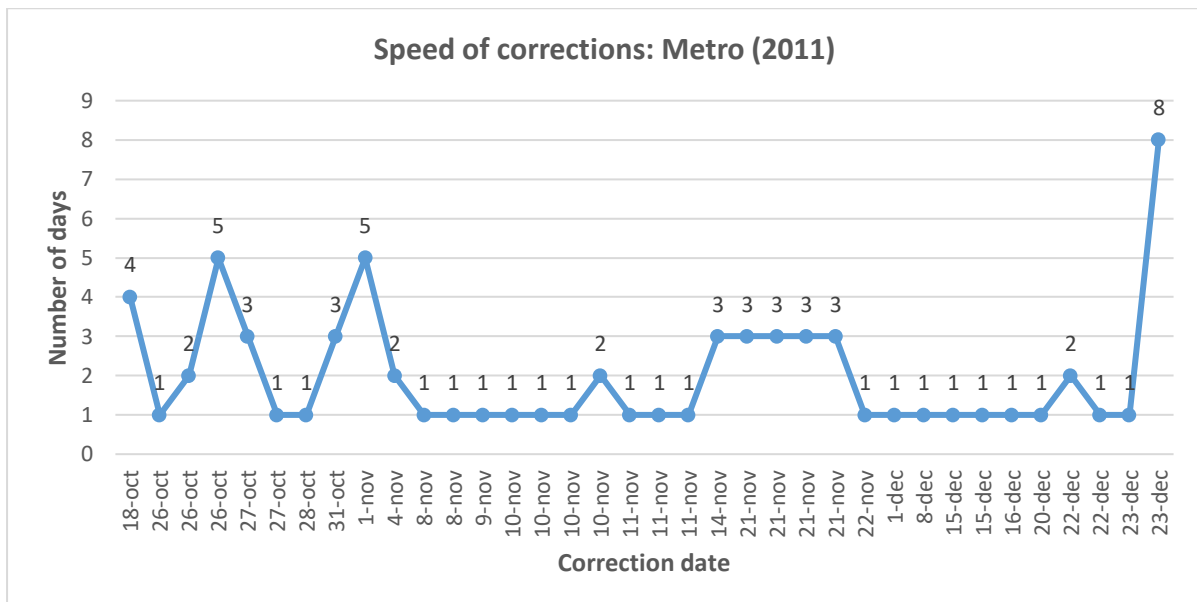


Figure 3. Speed of corrections (2011)

In 2016, the newspaper published all corrections in less than 6 days, apart from two occasions (05 September and 21 December), when it took 23 and 21 days respectively to publish the correction (table 4 - cited in appendix 3, and figure 4).

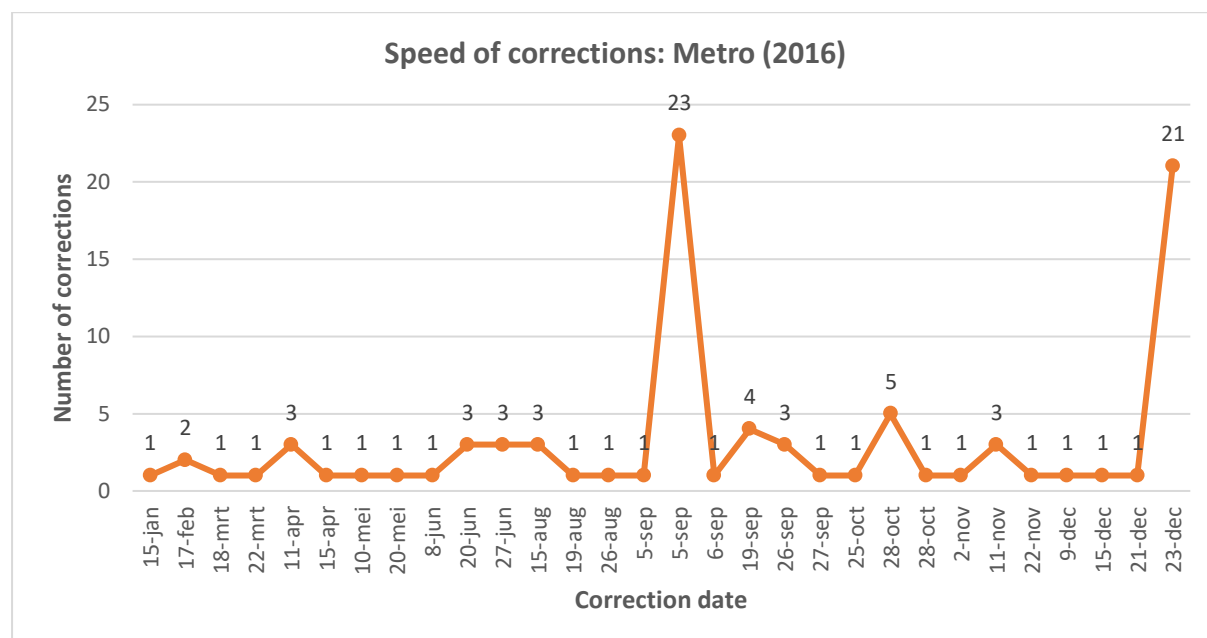


Figure 4. Speed of corrections (2016)

Both tables are captured visually on figure 5 (below). The median for both years (2011 and 2016) was 1 day.

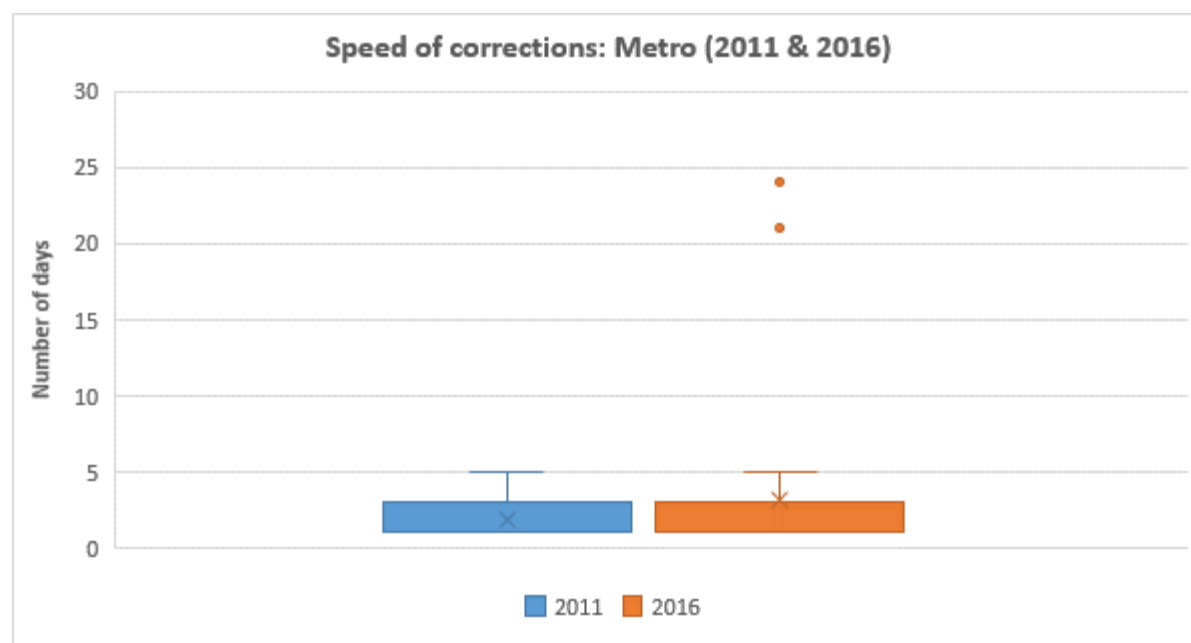


Figure 5. Speed of corrections (2011 & 2016)

Adequacy of the published corrections

Metro identified the errors and clearly stated the correct information, especially in 2016. In 2011, there are a few occasions in which the wording tends to be confusing – an example is depicted on picture 8, below.



Picture 8. 18 October 2011

Metro did not include a headline in any of its correction in 2011 but went beyond IPSO requirements by including a date in almost all of them (apart from the one of 9 November 2011). Similarly, in 2016, there is only one correction that includes the headline, whereas the date is omitted from only two.

An interesting element that is observed in Metro's 2016 corrections, concerns the collective 'thank-you' the newspaper directs to its audience for offering their feedback in relation to an error (pictures 12 and 13).



Picture 12. 10 May 2016



Picture 13. 27 June 2016

Lastly, a sample of 30% of the corrections from both years indicates that the average number of words used in corrections used in 2011 was 41 words and in 2016 this was 43 words. In 2011, the sample ranges from 24 to 64 words, while in 2016, it ranges from 21 to 75 words.

3.11. Sunday Mail

Prominence of corrections

The Sunday Mail published three corrections in 2011 and three corrections in 2016 (table 1). None of them followed IPSO's intervention.

Correction number	Newspaper title	Year	Date of original publication	IPSO mediation	Date of published correction
1	Sunday Mail	2011	09-Jan		15-May
2	Sunday Mail	2011	06-Feb		15-May
3	Sunday Mail	2011	03-Jul		11-Dec
1	Sunday Mail	2016	20-Mar		27-Mar
2	Sunday Mail	2016	24-Apr		01-May
3	Sunday Mail	2016	01-May		08-May

Table 1. Published corrections (Sunday Mail, 2011 & 2016)

In 2011, two corrections were published on the same day (15 May), but on different pages: the first was published on page 19, without any indication that the published text refers to a correction (picture 1), whereas the second was published on page 34 in a column entitled 'For the record' (picture 2, below). A column with the same title appeared on 1st December 2011 on page 2, where the newspaper also highlighted the complaints handling process.

In 2016, the publication included a specific correction column in every issue, entitled 'Clarifications & corrections' located on page 2, at the left-hand bottom corner (picture 2). To further highlight the correction space, the publication used a different colour from the rest of the page (light blue) (picture 3).

OF MONEY



HEARTS owner Vladimir Romanov's property empire is costing him £300,000 a year – by lying empty.

The Lithuanian tycoon splashed out £20million on two former bank buildings in Edinburgh city centre, planning to convert them into a hotel.

But four years on, they still empty – and attracting massive bills. Romanov's investment company UBIG snapped up the old Royal Bank buildings at St Andrew Square and West Register Street at the height of the property boom in 2007.

But the recession saw prices crash, wiping millions off the value of his investment, and the remodelled hotel plans have ever materialised.

And with the buildings lying empty, UBIG are liable for 50 per cent of the rates bills – a staggering £231,000 last year.

A source said: "Romanov's property dealings in Edinburgh have not gone to plan but he has many resources and these bills do not hurt him."

Another building, earmarked for the British breakthrough of Romanov's Ukio Bankas, is also empty.

The Castle Street branch was due to open its doors by April 2007 but the bank has yet to convince the Financial Services Authority to grant it a licence to trade in the UK.

Ukio, as sitting tenant, is liable for the rates of £26,600 a year plus annual rent of around £61,500.

Charles Guest of Edinburgh property company Ryden said: "The St Andrew Square and West Register Street buildings were bought at the top of the market for a very high price."

"The latter was built in a fairly grand style and shape so you are quite limited to what you can do with it."

"It doesn't really lend itself to modern office space and as a listed building it can't be extensively altered."

"The other property is a mish-mash of old buildings which could perhaps work as a budget hotel or be converted into apartments."

"The price of city centre development properties has fallen by 50 per cent since the economic downturn."

Last night, no one at UBIG or Ukio was available for comment.

By MARK HOWARTH
#SUNDAYMAIL
reporters@sundaymail.co.uk

Tycoon: Romanov

DEATHS OF TWO MEN WHOSE BODIES WERE FOUND BY A ROADSIDE.

Shabbazda Muhammed Imran, 27, of Bradford, and Ahmedin Sayed Khayat, 35, of London, were found dead on New Lane, Tong, in Bradford on Tuesday night.

Both had suffered serious head injuries.

On Friday, two women aged 63 and 26, were arrested at an address on Leeds Road, in Bradford on suspicion of murder.

Forensic teams are working at a separate address in Heath Terrace in the city as part of the investigation.

Police said no weapons had been found and they were investigating whether the men had been attacked elsewhere.

LEE GRANT

An article headlined Murder Suspect Found Dead on 9 January 2011 described the murder of Lee Grant as gang-related and said he had a growing reputation for violence.

We would like to make clear that Mr Grant had no previous convictions for violence and police do not believe his death was gang-related. We apologise to his family for any distress caused.

Picture 1. Example of correction (15 May 2011).

went home early hoping to catch him skiving. But he was hard at work. I was quite disappointed really. – James Frinn, by email

● You were right to say that none of the politicians involved in that fiasco of a Labour campaign deserve the chance

For the record: James Baxter

FURTHER to an article on 6 February 2011, we would like to make clear that James Baxter won his employment tribunal action against taxi firm Network Private Hire. He was unfairly dismissed from the company, where he was a minority shareholder and not the owner. He also asked us to make clear that he has no connection to Ian "Blink" McDonald.

he clattered his ball into the carpark at the Open when they were there for the day. They were all raging but then he came up and charmed her and her pals which, if you knew my mum and her pals, is quite an achievement. – D. Edgar, Ayr

SUNDAY SERMON

"Jesus reached out his hand and touched the man." – Matthew 8:3 (NIV)

The man Jesus reached out to touch was a leper. Jesus was not afraid of tough jobs.

He came "to seek and to save that which was lost" (Luke 19:10). He was "moved with compassion" for the lame, the ill, the downtrodden (Matthew 9:36).

Let's follow his lead and with love tackle the tough tasks around us. Work well done for Christ will receive a "well done" from Christ.

Sunday Mail's Super £100,000 Bingo card.

There's £1000 to be won today. That's the prize for the Single Line across in Game F. Next week we will play for another £1000 in the Full House for Game F.

The numbers across for the Single Line in Game F are:

83	57	86	64	88	52	90
63	80	8	73	89		

HOW TO CLAIM

TELEPHONE 0141-221 3211 tomorrow between 10am and 4pm.

You MUST have your card with you when you call. No responsibility can be accepted for failure to contact the claims office within these hours.

mailbox@sundaymail.co.uk

The Sunday Mail adheres to the system of self-regulation overseen by the Press Complaints Commission. The PCC then considers any complaint about the editorial content of publications under the Editors' Code of Practice, a copy of which can be found at website www.pcc.org.uk.

Picture 2. Example of correction (15 May 2011)

Clarifications & corrections

Last week, in a report concerning a helicopter crash in Norway, we used a picture of a Eurocopter operated by Bristow.

The story accurately reported the helicopter involved was operated by CHC and we would like to make clear Bristow had no involvement in the accident. We're sorry for our mistake and any confusion caused.

● If we have published anything factually inaccurate, contact the readers' editor on 0141 309 3454, at readerseditor@sundaymail.co.uk or write to Readers' Editor, 1 Central Quay, Glasgow, G3 8DA.

We adhere to the Editors' Code of Practice as enforced by IPSO, which is contactable at Gate House, 1 Farringdon Street, London EC4M 7LG; www.ipso.co.uk; 0300 123 2220; advice@ipso.co.uk

● Go to www.trinitymirror.com/howtocontact where you can view our Complaints Policy. A How To Complain pack is also available by writing to the Legal and Compliance Department, Trinity Mirror PLC, One Canada Square, London E14 5AP.

"So that is my commitment – to work across party boundaries and to work above party boundaries in the best interests of our country."

"And in making that pledge to work constructively across our parliament, to work to find the areas of agreement and to build consensus, I would also say this to the opposition parties – the SNP won the election, we won the election overwhelmingly."

"So, yes, we will compromise where that is in the best interests of our country but we have a clear and unequivocal mandate to implement the manifesto that we fought and won this election on and we have the right to assert the values and the positions set out in that manifesto."

"The work to build an even better and even stronger Scotland begins today."

Top of Sturgeon's agenda is reducing the widening attainment gap between the richest and poorest school pupils.

All the main parties have pledged to close the chasm between kids who have and kids who have not, an issue the Sunday Mail has campaigned on.

The party leaders have suggested different methods of tackling the attainment gap but are likely to work together to give every child every chance.

Sturgeon said: "Next week, I hope to be re-elected in the parliament as First Minister. And then, with great enthusiasm, with great confidence and



Picture 3. Example of correction (08 May 2016)

Two of the three corrections published in 2011 were published on an earlier page than the original article. The other correction was published on a later page. The correction that was published on a later page than the original is indicated in bold on the table below. While the small size of the sample does not allow for conclusions, in 2016, all corrections were published on an earlier page (Table 2).

Correction number	Newspaper title	Year	Date of published correction	Original page number	Correction page
1	Sunday Mail	2011	15-May	19	18
2	Sunday Mail	2011	15-May	23	34
3	Sunday Mail	2011	11-Dec	4-5	2
1	Sunday Mail	2016	27-Mar	8 and 9	2
2	Sunday Mail	2016	01-May	13	2
3	Sunday Mail	2016	08-May	11	2

Table 2. Prominence: Original page and correction page (2011 & 2016).

Speed of corrections

The most significant difference between 2011 and 2016 is observed in relation to timeliness. In 2011 the corrections were published after 126, 98 and 155 days respectively, whereas in 2016 all the corrections were published within 7 days (in the next issue of the newspaper) (table 3). The median for 2011 was 126 days, whereas for 2016, it was 7 days.

Correction number	Newspaper title	Year	Date of original publication	Date of published correction	Timeliness
1	Sunday Mail	2011	09-Jan	15-May	126 days
2	Sunday Mail	2011	06-Feb	15-May	98 days
3	Sunday Mail	2011	03-Jul	11-Dec	161 days
1	Sunday Mail	2016	20-Mar	27-Mar	7 days
2	Sunday Mail	2016	24-Apr	01-May	7 days
3	Sunday Mail	2016	01-May	08-May	7 days

Table 3. Speed of corrections (2011 & 2016).

Adequacy of corrections

A difference between 2011 and 2016 is also apparent as regards the provision of clarifying information. The second correction published in 15 May 2011 clearly identified the error but did not provide detailed corrective information (picture 4). This can be explained by the fact that the allegations in question were of a personal nature and their republishing might cause the issues complained about to arise again. The corrections published in 2016 succeeded in providing both elements with sufficient clarity.

For the record: James Baxter

FURTHER to an article on 6 February 2011, we would like to make clear that James Baxter won his employment tribunal action against taxi firm Network Private Hire. He was unfairly

dismissed from the company, where he was a minority shareholder and not the owner. He also asked us to make clear that he has no connection to Ian "Blink" McDonald.

Picture 4. 15 May 2011

Moving beyond the IPSO requirements, corrections in 2016 included the date of the original article but omitted its headline in all cases. Finally, an apology was offered on one occasion only (08 May 2016), as presented below (picture 5).

Clarifications & corrections

Last week, in a report concerning a helicopter crash in Norway, we used a picture of a Eurocopter operated by Bristow.

The story accurately reported the helicopter involved was operated by CHC and we would like to make clear Bristow had no involvement in the accident. We're sorry for our mistake and any confusion caused.

● If we have published anything factually inaccurate, contact the readers' editor on 0141 309 3454, at readerseditor@sundaymail.co.uk or write to Readers' Editor, 1 Central Quay, Glasgow, G3 8DA.

We adhere to the Editors' Code Of Practice as enforced by IPSO, which is contactable at Gate House, 1 Farringdon Street, London EC4M 7LG; www.ipso.co.uk; 0300 123 2220; advice@ipso.co.uk

● Go to www.trinitymirror.com/howtocomplain where you can view our Complaints Policy. A How To Complain pack is also available by writing to the Legal and Compliance Department, Trinity Mirror PLC, One Canada Square, London E14 5AP.

Picture 5. 08 May 2016

3.12. Sunday Post

Prominence of corrections

The Sunday Post published two corrections in 2016, and none in 2011. In 2016, there was an IPSO ruling against the newspaper concerning an article published on 13 December 2015.

Correction number	Newspaper title	Year	Date of original publication	IPSO mediation	Date of published correction
1	Sunday Post	2016	13-Mar		20-Mar
2	Sunday Post	2016	03-Apr		10-Apr
3	Sunday Post	2016	13-Dec-2015	02-Aug ruling	28-Aug

Table 1. Published corrections (2016)

The first correction was published on page 2, and the second one on page 4. They were both located at the bottom of the page, in a small dedicated space, entitled ‘Clarification’ (pictures 1 and 2, below). The third correction was published on page 2 as well – in this case, the original article was published on front-page and on page 8.

However, the publication’s policy statement was published on different pages across the newspaper in 2016, varying from 22 to 30 (figure 1).

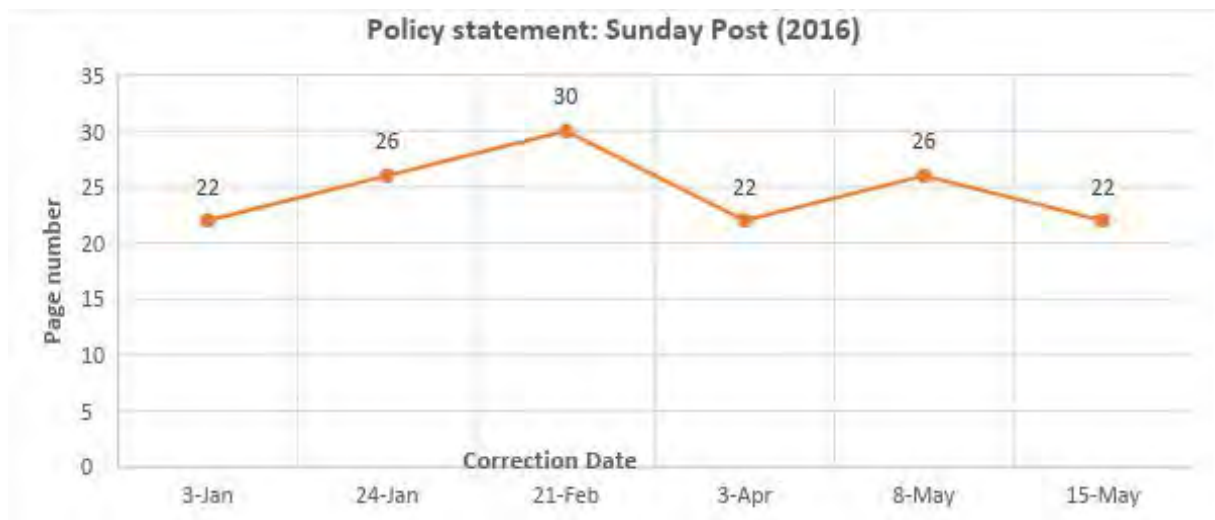


Figure 1. Policy statement (2016)



...the Glasgow, the Scottish steel industry to its knees, with thousands of job losses.
In October last year 270 workers at plants in Clydebridge, Cambuslang and Dalzell,

Clarification

IN the March 13 issue of The Sunday Post we carried an article about Scottish man Alan Duncan, who is training Peshmerga forces to take on ISIS in Iraq.
In the article we referred to Mr Duncan as a mercenary. We are happy to point out he is not a mercenary but an unpaid volunteer.

...and Glasgow, valued by a £250,000 Scottish Government grant, to keep the plants ticking over.
Liberty has experience of reviving mothballed plants as last year it restarted production at a plant

Suspect extradition fight

PARIS attacks suspect Salah Abdeslam will resist efforts to extradite him to France from Belgium.

His lawyer Sven Mary said he "will refuse the extradition".

He made the comments after Abdeslam met with a Belgian magistrate who will decide whether to issue a formal arrest warrant.

Abdeslam, the top suspect in last

year's deadly Paris attacks, was discharged from a hospital in Brussels after being wounded while being captured by police.

French president Francois Hollande warned that more arrests will come as authorities try to dismantle a network involved in the attacks which is much larger than originally suspected.

Picture 1. Example of correction (20 March 2016)



fuel at cheaper prices.
The First Minister has also said she wants to extend winter fuel payments to families with a disabled child.

Clarification

LAST week, we incorrectly stated that Police Scotland had been accused of listening to officers' messages to uncover leaks to the press.

In fact, the force did not adhere to guidelines relating to journalist sources and wrongly applied for communications data without judicial approval.

We have also been asked to point out that all criminal allegations made towards police employees are automatically referred to the Crown.

to ensure our pensioners get their payments when they can go the furthest.

"We will also help those families with disabled children who

The UK Government's main objection to early winter fuel payments for off-grid homes is that it would be complicated and costly.

Man in the hat arrested

THE "man in the hat" being hunted over the Paris and Brussels terrorist massacres has been arrested in a police swoop in Belgium.

Authorities had been frantically seeking Mohamed Abrini ever since he was filmed alongside two suicide bombers in Brussels Airport on March 22.

Belgian authorities recently released more footage of the man leaving the airport in the wake of the bombings, which killed 16 people, walking down pavements and past a hotel.

Prosecutors said Abrini "confessed his presence at the crime scene" after being confronted by investigators on Friday.

Picture 2. Example of correction (10 April 2016)

Two of the corrections were published on an earlier page than the original article: the correction on 20 March was published on page 2 and the original article on page 5; the correction on 10 April was published on page 4 and the original article on page 23. The third correction, that followed an IPSO ruling, was published on page 2, whereas the original article was published on the front-page and on page 8.

Speed of corrections

The first two corrections were published within a week, in the newspaper's next issue, however the correction that followed an IPSO ruling was published after 237 days.

Adequacy of corrections

Sunday Post identified errors satisfactorily and provided sufficient corrective information, as observed below (pictures 3 and 4).

Clarification

IN the March 13 issue of The Sunday Post we carried an article about Scottish man Alan Duncan, who is training Peshmerga forces to take on ISIS in Iraq.

In the article we referred to Mr Duncan as a mercenary. We are happy to point out he is not a mercenary but an unpaid volunteer.

Clarification

LAST week, we incorrectly stated that Police Scotland had been accused of listening to officers' messages to uncover leaks to the press.

In fact, the force did not adhere to guidelines relating to journalist sources and wrongly applied for communications data without judicial approval.

We have also been asked to point out that all criminal allegations made towards police employees are automatically referred to the Crown.

Picture 3. 20 March 2016

Picture 4. 10 April 2016

Moving beyond the IPSO requirements, none of the corrections included the headline of the original article, but both of them included its date. None of them included an apology, although this could have been appropriate as far as the second correction was concerned (10 April 2016).

3.13. The Daily Telegraph

Prominence of corrections

The Daily Telegraph published 18 corrections in 2011 (table 1) and 36 corrections in 2016 (table 2 - cited in appendix 3 in full).

Correction number	Newspaper title	Year	Date of original publication	Date of published correction
1	The Daily Telegraph	2011	14-Sep-15	19-Jan
2	The Daily Telegraph	2011	04-Feb	23-Feb
3	The Daily Telegraph	2011	27-Jan	04-Mar
4	The Daily Telegraph	2011	29-Oct	15-Mar
5	The Daily Telegraph	2011	12-Feb	01-Apr
6	The Daily Telegraph	2011	13-Nov	12-May
7	The Daily Telegraph	2011	15-Apr	13-May
8	The Daily Telegraph	2011	11-Feb	17-May
9	The Daily Telegraph	2011	11-Apr	04-Jul
10	The Daily Telegraph	2011	N/A	19-Jul
11	The Daily Telegraph	2011	27-Apr	27-Jul
12	The Daily Telegraph	2011	21-May	28-Jul
13	The Daily Telegraph	2011	06-Aug	15-Sep
14	The Daily Telegraph	2011	14-May	16-Sep
15	The Daily Telegraph	2011	27-Aug	30-Sep
16	The Daily Telegraph	2011	24-Jun	04-Oct
17	The Daily Telegraph	2011	N/A	07-Oct
18	The Daily Telegraph	2011	01-Nov	02-Nov

Table 1. Published corrections (2011).

In 2016 three of the corrections followed IPSO's intervention and required the publication of either a correction or a clarification (11 February, 02 May and 18 June 2016).

Correction number	Newspaper title	Year	Date of original publication	IPSO mediation	Date of published correction
6	The Daily Telegraph	2016	12-Dec-15	10-Feb resolution	11-Feb
16	The Daily Telegraph	2016	06-Feb	14-Apr ruling	02-May
20	The Daily Telegraph	2016	19-May	14-Jun resolution	18-Jun

Table 2. Published corrections following IPSO's intervention (2016)

As stated in the interview, the majority of complaints the newspaper receives concern accuracy, and occasionally privacy. Apart from complaints relating to a breach of the Code, The Daily Telegraph also receives other types of complaints about diverse issues varying from a typographical mistake to queries related to an article. The complaints handling team, which consists of three people, rejects almost three quarters of them. There are several reasons for rejection, such as the insignificance of the error, the non-breach of the Code, the lack of timeliness (i.e. when complaints concern articles that were published a long time ago). The remaining quarter includes some complaints that do not require a published correction, but another type of resolution. The interviewee explained that there was no complaints' handling structure before IPSO, and the process was informal. Therefore, the changes following IPSO's establishment were quite significant for the newspaper.

In 2011, corrections were spread across the publication in different pages that varied from page 2 to page 20 (figure 1).

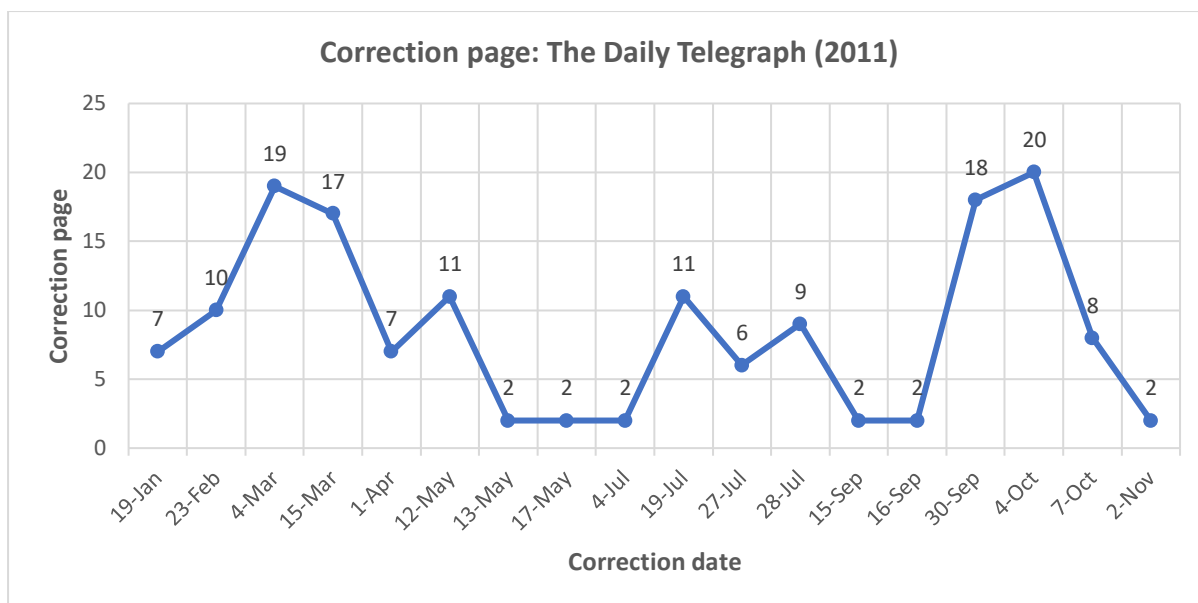


Figure 1. Correction page (2011).

The only correction in 2011 that included an indicator to highlight that this was a correction was published on 02 November. It was located on the right-hand side of the page 2 under the heading ‘Clarification’ (picture 1). In the rest of the corrections, there is usually a generic column title (either ‘in brief’, or ‘news bulletin’), but the headings in the corrections *per se* varied and referred to the topic of the original article, by including a keyword or a name. While this approach could be considered an effort to signpost the original article, it reduces the findability and arguably the prominence of the corrections (pictures 2 and 3). In addition, the newspaper did not use different fonts or colours for the corrections, requiring the reader to read the full text to become aware of the existence of a correction (picture 4).

In 2016 the newspaper published the corrections in a much more organised way, which was also demonstrated by the inclusion of a daily reference to the publication’s complaints policy on page 2 (picture 5). The corrections were almost exclusively published on page 2, with the exception of three occasions, on 10 June 2016, 30 July 2016 and 03 September 2016, when the corrections were published on different pages (5, 33, and 7 respectively). All these corrections concerned matters of specific interest - for instance, the first two concerned financial issues and the corrections were provided in the ‘Business’ section of the paper, whereas the latter was published on the ‘Travel’ section. There was also one other instance (13 August 2016) where the correction was published on page 6, due to the fact that pages 2 and 3 were dedicated to special coverage of the Olympics.

The correction space was entitled 'Corrections and Clarifications' throughout. The headline was highlighted by use of different coloured fonts, in direct contrast with 2011 practices. All corrections included a subheading, which indicated the topic/theme of the published text. The specific corrections column on page 2 was introduced post-IPSO, as there was no special place for corrections before then. The appearance of corrections in different places is rare, and as the interviewee explained, the main reason for it would be the publication of an important story that would cause a change in the layout. However, it was explained that 'We don't always put corrections and clarifications on page 2 though. If it is a business matter we'll put them in the business section, because it makes more sense, because it is a specialised area. The Daily Telegraph comes in three parts: the main paper, sports section, and the business section. Complaints about sports and business go to these sections, because we think it's the most likely area, that specialised readers would expect to see it. Some people only read the sports or the business section, so if you put it on page 2, they might miss it.'



Picture 1. Example of correction (23 February 2011)



Picture 2. Example of correction (04 July 2011).

As far as prominence is concerned, in 2011, there is available information for 13 out of 18 corrections. From them, five corrections were published on a later page than the original article (highlighted in bold in the table below) and five corrections were published on the same page as the original article (table 3, figure 1).

Correction number	Newspaper title	Year	Date of published correction	Original page number	Correction page
1	The Daily Telegraph	2011	19-Jan	6	7
2	The Daily Telegraph	2011	23-Feb	13	10
3	The Daily Telegraph	2011	04-Mar	13	19
4	The Daily Telegraph	2011	15-Mar	19	17
5	The Daily Telegraph	2011	01-Apr	N/A	7
6	The Daily Telegraph	2011	12-May	28	11
7	The Daily Telegraph	2011	13-May	1	2
8	The Daily Telegraph	2011	17-May	2	2
9	The Daily Telegraph	2011	04-Jul	2	2
10	The Daily Telegraph	2011	19-Jul	9	11
11	The Daily Telegraph	2011	27-Jul	5	6
12	The Daily Telegraph	2011	28-Jul	9	9
13	The Daily Telegraph	2011	15-Sep	N/A	2
14	The Daily Telegraph	2011	16-Sep	N/A	2
15	The Daily Telegraph	2011	30-Sep	18	18
16	The Daily Telegraph	2011	04-Oct	N/A	20
17	The Daily Telegraph	2011	07-Oct	N/A	8
18	The Daily Telegraph	2011	02-Nov	2	2

Table 3. Prominence: Original page and correction page (2011).

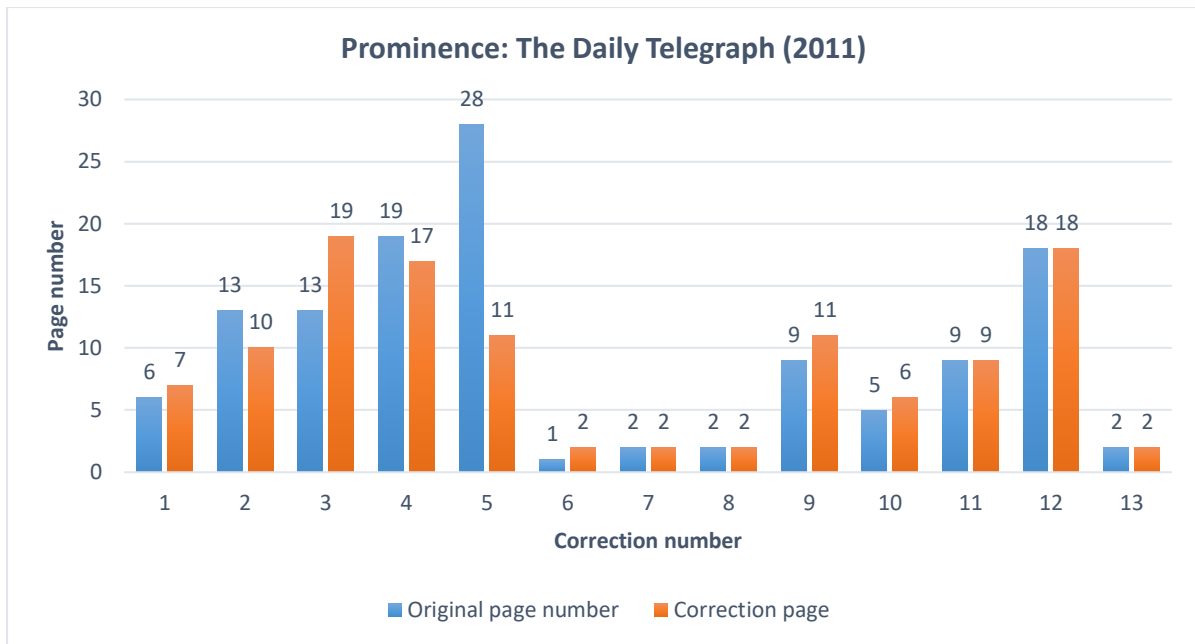


Figure 1. Prominence: Original page and correction page (2011).

For 2016, the original page number is available for all corrections. From these, there are six occasions when the correction was published on a later page than the original articles, as the original articles were all front-page stories. Two of these followed an IPSO resolution (11 February and 02 May). There are also four other instances when the correction was published on the same page as the original article (table 4 - cited in appendix 3, also visually represented on figure 2).

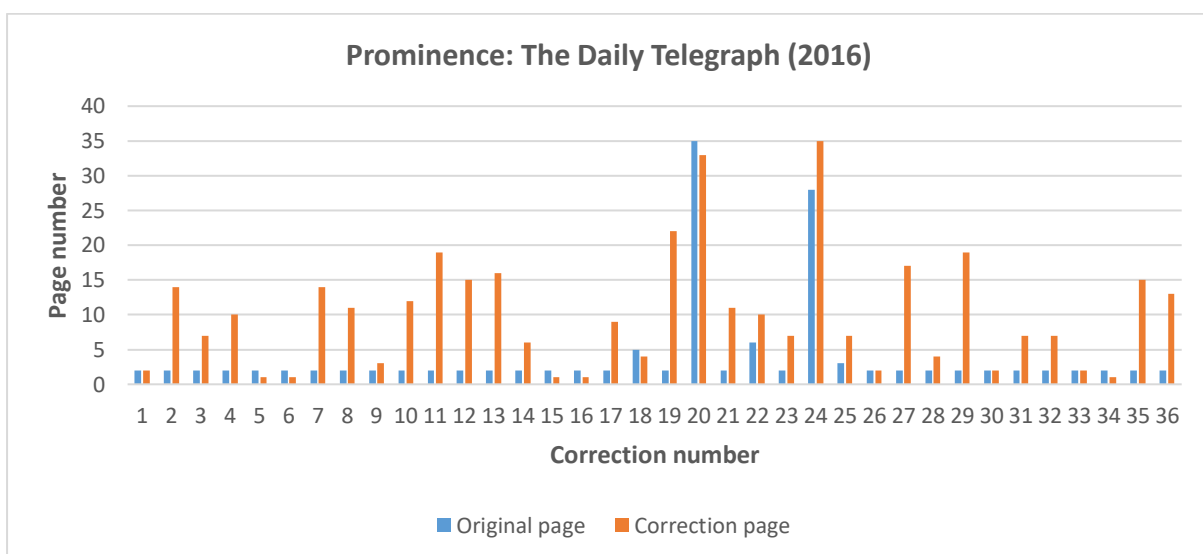


Figure 2. Prominence: Original page and correction page (2016).

Speed of corrections

Corrections in 2011 were published in a timeframe that varied from 1 to 180 days, however 88% of them were published after 28 days (table 5, figure 3).

Correction number	Newspaper title	Year	Date of original publication	Date of published correction	Timeliness
1	The Daily Telegraph	2011	14-Sep-2015	19-Jan	127 days
2	The Daily Telegraph	2011	04-Feb	23-Feb	19 days
3	The Daily Telegraph	2011	27-Jan	04-Mar	36 days
4	The Daily Telegraph	2011	29-Oct-2015	15-Mar	137 days
5	The Daily Telegraph	2011	12-Feb	01-Apr	47 days
6	The Daily Telegraph	2011	13-Nov-2015	12-May	180 days
7	The Daily Telegraph	2011	15-Apr	13-May	28 days
8	The Daily Telegraph	2011	11-Feb	17-May	95 days
9	The Daily Telegraph	2011	11-Apr	04-Jul	84 days
10	The Daily Telegraph	2011	N/A	19-Jul	N/A
11	The Daily Telegraph	2011	27-Apr	27-Jul	91 days
12	The Daily Telegraph	2011	21-May	28-Jul	68 days
13	The Daily Telegraph	2011	06-Aug	15-Sep	40 days
14	The Daily Telegraph	2011	14-May	16-Sep	125 days
15	The Daily Telegraph	2011	27-Aug	30-Sep	34 days
16	The Daily Telegraph	2011	24-Jun	04-Oct	102 days
17	The Daily Telegraph	2011	N/A	07-Oct	N/A
18	The Daily Telegraph	2011	01-Nov	02-Nov	1 day

Table 5. Speed of corrections (2011).

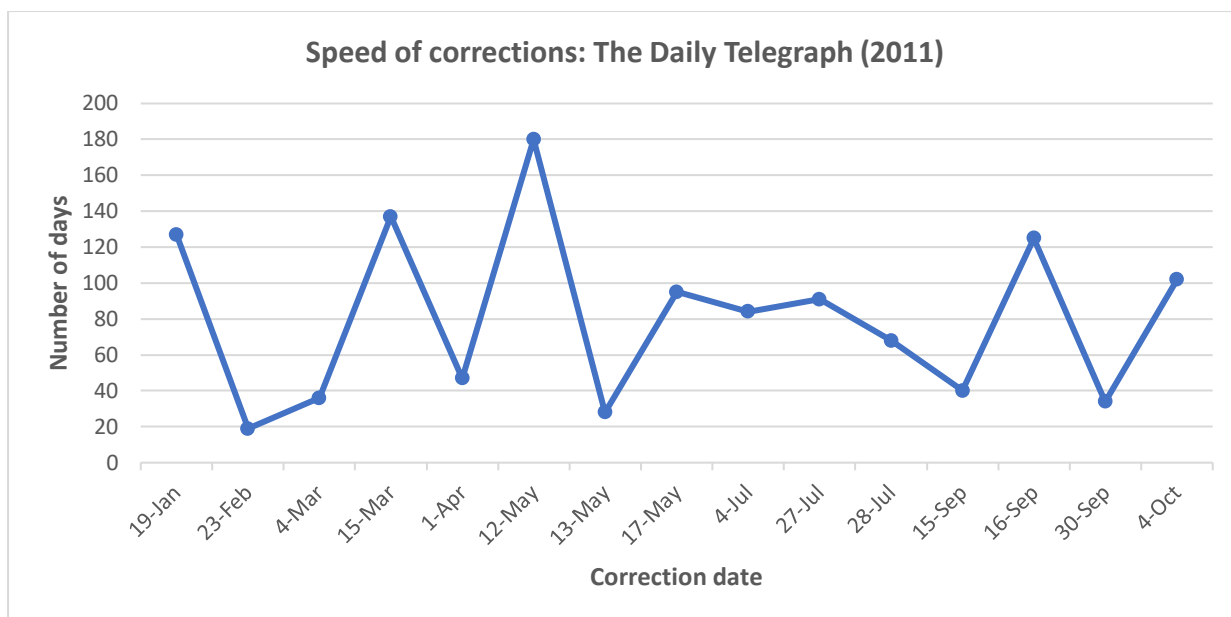


Figure 3. Speed of corrections (2011).

The corrections with the longer delay concern a variety of issues, ranging from errors to figures to political matters (pictures 6-9).

Pupils mislabelled as having special educational needs

Our report "Schools use special needs 'to cover bad teaching'" (Sept 14), which was based partly on information at a press briefing, stated that Ofsted found that up to 750,000 children had been wrongly labelled as having special educational needs. Ofsted later clarified its findings and we are advised that the true figure was up to about 450,000.

Picture 6. 19 January 2011

London firefighters

Following our report "London firemen who live overseas" (Oct 29, 2010) we have been asked to make clear that firefighters currently work two nine-hour and two 15-hour shifts per week and most of them could not earn "up to £50,000 a year including overtime".

Picture 7. 15 March 2011

Bill Wiggin MP

Following "It's time to show him the door, Dave" (Nov 13, 2010), we wish to make clear that Bill Wiggin MP was not, as we mistakenly reported, found guilty of dishonesty by any official body for specifying his second home as his main residence to get a parking permit. We apologise for this misunderstanding.

Picture 8. 12 May 2011

Low Associates

Following our article "We can set up meetings with ministers, says Lansley's wife's PR firm" (May 14), the "meetings with ministers" that Low Associates claimed to set up referred to a debate between a Cabinet minister and his shadow before an invited audience. Low Associates does not arrange private meetings with ministers for clients. We apologise to all concerned.

Picture 9. 16 September 2011

In 2016 The Daily Telegraph mostly published its corrections in a short timeframe, and 78% of them were published within a month (table 6, figure 4).

Correction number	Newspaper title	Year	Date of original publication	Date of published correction	Timeliness
1	The Daily Telegraph	2016	12-Sep-15	15-Jan	125 days
2	The Daily Telegraph	2016	20-Jan	21-Jan	1 day
3	The Daily Telegraph	2016	23-Jan	02-Feb	10 days
4	The Daily Telegraph	2016	03-Feb	05-Feb	2 days
5	The Daily Telegraph	2016	07-Jan	06-Feb	30 days
6	The Daily Telegraph	2016	12-Dec	11-Feb	61 days
7	The Daily Telegraph	2016	09-Feb	15-Feb	6 days
8	The Daily Telegraph	2016	03-Mar	19-Feb	353 days
9	The Daily Telegraph	2016	10-Feb	19-Feb	9 days
10	The Daily Telegraph	2016	01-Mar	08-Mar	7 days
11	The Daily Telegraph	2016	03-Mar	08-Mar	5 days
12	The Daily Telegraph	2016	10-Mar	12-Mar	2 days
13	The Daily Telegraph	2016	23-Mar	25-Mar	2 days
14	The Daily Telegraph	2016	18-Mar	25-Mar	7 days
15	The Daily Telegraph	2016	06-Feb	02-May	85 days
16	The Daily Telegraph	2016	16-May	18-May	2 days
17	The Daily Telegraph	2016	17-Feb	09-Jun	112 days
18	The Daily Telegraph	2016	09-Jun	10-Jun	1 days
19	The Daily Telegraph	2016	19-May	18-Jun	30 days
20	The Daily Telegraph	2016	29-Jul	30-Jul	1 day
21	The Daily Telegraph	2016	04-Aug	09-Aug	5 days
22	The Daily Telegraph	2016	25-Jun	13-Aug	49 days

23	The Daily Telegraph	2016	30-Jul	25-Aug	26 days
24	The Daily Telegraph	2016	25-Aug	26-Aug	1 day
25	The Daily Telegraph	2016	27-Aug	03-Sep	7 days
26	The Daily Telegraph	2016	08-Sep	09-Sep	1 day
27	The Daily Telegraph	2016	24-Aug	13-Sep	20 days
28	The Daily Telegraph	2016	29-Aug	14-Sep	15 days
29	The Daily Telegraph	2016	29-Sep	07-Oct	8 days
30	The Daily Telegraph	2016	06-Sep	10-Oct	34 days
31	The Daily Telegraph	2016	10-Oct	21-Oct	11 days
32	The Daily Telegraph	2016	15-Oct	25-Oct	10 days
33	The Daily Telegraph	2016	28-Oct	03-Nov	5 days
34	The Daily Telegraph	2016	18-Nov	28-Nov	10 days
35	The Daily Telegraph	2016	02-Dec	03-Dec	1 day
36	The Daily Telegraph	2016	27-Dec	29-Dec	2 days

Table 6. Speed of corrections (2016)

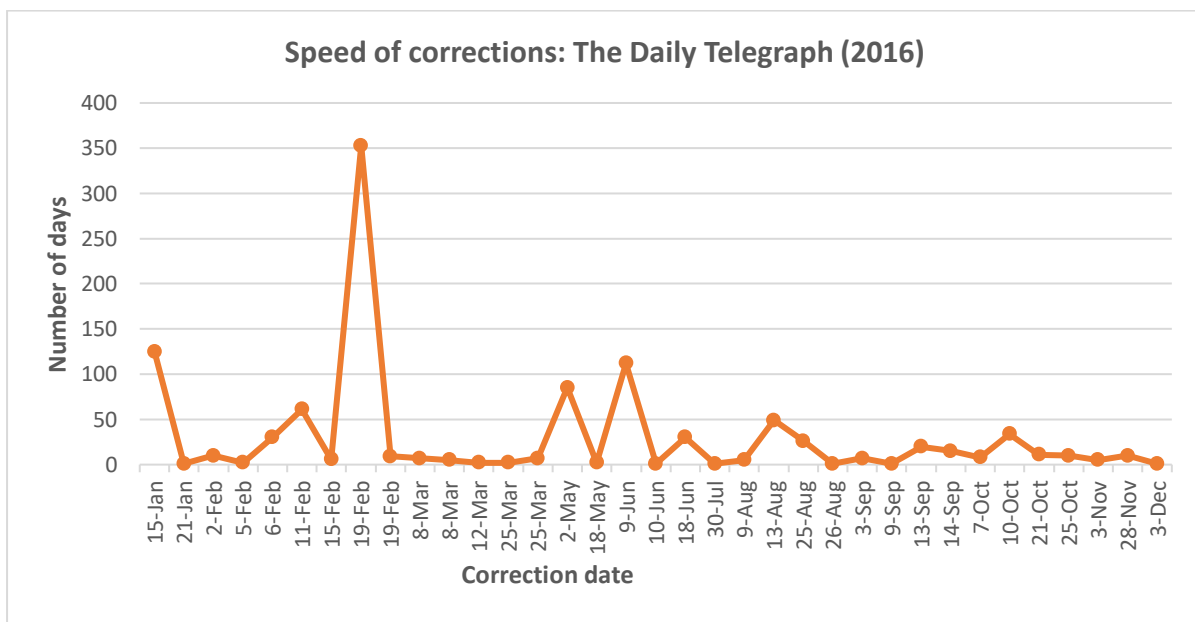


Figure 4. Speed of corrections (2011).

A comparative figure captures the difference in the speed with which the newspaper published the corrections in the years under examination (2011 and 2016) (figure 5). The median for the two years, highlights this difference: for 2011 it was 76 days, whereas for 2016, it was 7 days.

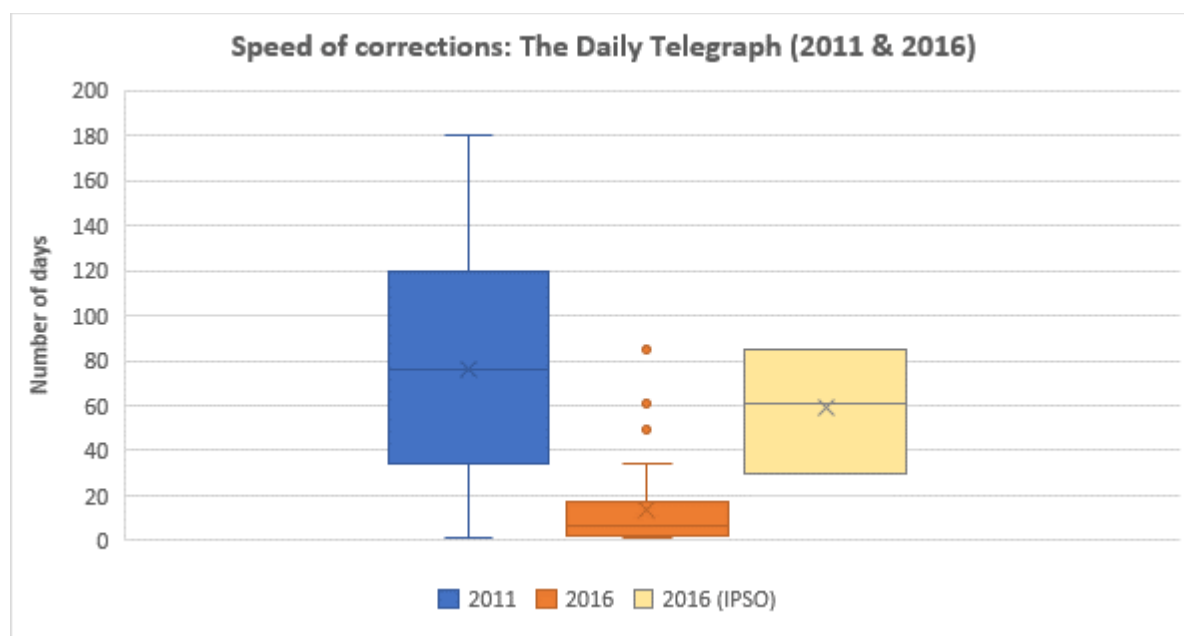


Figure 5. Speed of corrections (2016)

The interviewee explained that the newspaper aims to resolve complaints within three days. Even though there are cases that are more complex and require a wider time-frame, the three days goal has been achieved in 75% of cases according to the interviewee.¹⁷

Notwithstanding the effort to resolve complaints speedily, there were several occasions in 2016 on which it took longer to publish the corrections. These cases concerned either personal affairs or sensitive matters (see e.g. pictures 10 and 11). From those, two involved IPSO interventions: the correction of 11 February 2016, that was published 59 days after the original article, and the correction of 02 May 2016 that was published after 86 days. On the first occasion, the complaint was received by IPSO 30 days after the publication of the original article, on 11 January 2016, and the complaint was concluded by IPSO on 10 February 2016. In the second case, the complaint was received nine days after publication of the original

¹⁷ This percentage is based on a recent report the newspaper compiled, and concerns recent complaints, not those from 2016.

article, on 15 February 2016, and IPSO issued its decision on 14 April 2016. Taking the 14 days review period also into account in the latter of these cases, it becomes apparent that the newspaper published its corrections as soon as it was reasonably possible. The overall delay on these two occasions was justified due to the in-depth nature of IPSO investigation processes.

CORRECTIONS AND CLARIFICATIONS			
<p>Charlotte Proudman An article of 12 Sept contained incorrect details about a communication sent by Charlotte Proudman to her paternal grandmother. We wish to make clear that the last contact Miss Proudman had with her grandmother was more than two years before her death – not ‘shortly before’, as the article stated – and that Miss Proudman did not accuse her grandmother of having “failed in life”. Nor had Miss Proudman ‘thought up’ her surname; she adopted her maternal family’s surname. Her grandmother in fact died in January 2014, not April 2014 as stated. Miss Proudman has also asked us to clarify that one estranged family member expressed anger to the media, not her whole family. We are happy to set the record straight and apologise for the errors.</p>	<p>CORRECTIONS AND CLARIFICATIONS</p> <table><tr><td><p>Emwazi On March 3 2015 we reported a claim attributed to a Kuwaiti security source that in the course of questioning Jasem Emwazi had admitted that he and his wife Ghanema had recognised their son Mohammed as Jihadi John in August 2014 and had failed to inform the authorities. Mr Emwazi has subsequently denied making such an admission and we now accept that they were unaware that their son</p></td><td><p>was Jihadi John prior to his exposure in February 2015. We apologise to both of them.</p><p>Phone box ‘library’ Following our report “Library in a phone box shut down by officials” (Feb 10), we have been asked to make clear that Mrs Empson was not told by Elsworth parish council or South Cambridgeshire district council that planning permission was needed for the library at a cost of £400. We are happy to do so.</p></td></tr></table>	<p>Emwazi On March 3 2015 we reported a claim attributed to a Kuwaiti security source that in the course of questioning Jasem Emwazi had admitted that he and his wife Ghanema had recognised their son Mohammed as Jihadi John in August 2014 and had failed to inform the authorities. Mr Emwazi has subsequently denied making such an admission and we now accept that they were unaware that their son</p>	<p>was Jihadi John prior to his exposure in February 2015. We apologise to both of them.</p> <p>Phone box ‘library’ Following our report “Library in a phone box shut down by officials” (Feb 10), we have been asked to make clear that Mrs Empson was not told by Elsworth parish council or South Cambridgeshire district council that planning permission was needed for the library at a cost of £400. We are happy to do so.</p>
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Picture 10. 15 January 2016 (123 days)

Picture 11. 19 February 2016 (346 days)

Adequacy of corrections

In most cases the Daily Telegraph’s published corrections identified the error clearly and highlighted the correct position. Several corrections offered a detailed account of the error and of the corrective position (pictures 12 and 13). Some corrections appear somewhat long-winded or more unclear when compared to other corrections by the same paper (e.g. picture 14). Often, however, those longer corrections relate to complex issues, especially ones involving arcane points of complex law, where it would be difficult to provide easily accessible wording.

CORRECTIONS AND CLARIFICATIONS

Il Palagio estate

Contrary to what was stated in an Oct 15 article ("Sting's prize-winning Tuscan vineyard dragged into refugee labour row"), the Italian authorities are investigating alleged illegal employment by wine producer Coli Spa on land that is owned by Sting, but which is leased and separate from his Il Palagio estate. No workers involved in the investigation were employed at Il Palagio. We are happy to clarify this.

Picture 12. 25 October 2016

CORRECTIONS AND CLARIFICATIONS

Charity spending

An article of 12 Dec ("1,000 charities 'spent less than half' of funds on good works") reported on a True and Fair Foundation analysis that it said showed 1,000 charities spent less than 50 per cent of 'cash raised by members of the public' on good works. We wish to clarify that this proportion related to charities' total income. This includes income from trading subsidiaries in addition to donations from the public. Some of the income attributable to these sources is necessary to cover the costs of trading and this can be a significant proportion of the total. When these trading costs are excluded, the proportion of charities' expenditure on charitable objects is invariably significantly higher.

Picture 13. 11 February 2016

CORRECTIONS AND CLARIFICATIONS

Deportation of convicted Moroccan national

An article on Feb 6 said that it had been ruled that a Moroccan mother with a criminal past could not be deported because of her British-born child's right to family life under human rights laws. In fact, an opinion of an advocate general at the European Court of Justice (CJEU) was made under the EU Treaty on the Functioning of the European Union, not human rights laws. The opinion - subject to a final ruling by the CJEU which would then be applied by a UK court - said that deportation would breach her son's right under the treaty to genuine enjoyment of the substance of his EU citizenship unless the UK could show that the mother's conduct posed a serious threat to public security. We are happy to make this clear.

Picture 14. 2 May 2016

Moving beyond the IPSO requirements, the date of the original article was provided in every correction, but the title of the original publication was included in only 43% of the corrections. Apologies were included in 22% of the corrections, and in matters that concerned mostly personal affairs, in accordance with the Code that requires an apology only 'where appropriate'.

3.14. The Herald

Prominence of corrections

The Herald published four corrections in 2011 and 21 corrections in 2016 (table 1). None of the corrections involved IPSO.

Correction number	Newspaper title	Year	Date of original publication	IPSO mediation	Date of published correction
1	The Herald	2011	02-Feb		13-Jul
2	The Herald	2011	29-Jun		06-Dec
3	The Herald	2011	06-Dec		14-Dec
4	The Herald	2011	22-Jul		26-Dec
1	The Herald	2016	16-Jan		20-Jan
2	The Herald	2016	28-Dec		27-Jan
3	The Herald	2016	14-Jan		01-Feb
4	The Herald	2016	15-Feb		16-Feb
5	The Herald	2016	26-Feb		27-Feb
6	The Herald	2016	01-Mar		03-Mar
7	The Herald	2016	19-Mar		26-Mar
8	The Herald	2016	07-Apr		08-Apr
9	The Herald	2016	09-Apr		12-Apr
10	The Herald	2016	27-Apr		28-Apr
11	The Herald	2016	27-Apr		30-Apr
12	The Herald	2016	13-May		14-May
13	The Herald	2016	07-Jun		08-Jun
14	The Herald	2016	11-Jun		13-Jun
15	The Herald	2016	20-Jul		21-Jul
16	The Herald	2016	06-Aug		09-Aug
17	The Herald	2016	30-Sep		01-Oct
18	The Herald	2016	29-Oct		01-Nov

19	The Herald	2016	29-Oct		02-Nov
20	The Herald	2016	12-Dec		13-Dec
21	The Herald	2016	12-Dec		13-Dec

Table 1. Published corrections (2011 & 2016)

According to The Herald, fewer than 10% of the received editorial complaints result in a published correction. This is because many complaints do not relate to published inaccuracies and therefore do not require a correction; the complaints just express an opinion on the published articles or are to do with delivery. However, it was stressed by the interviewee that the number of complaints has increased post-IPSO, especially those from third-parties, such as organised lobbies and political parties, leading to more bureaucracy.

In 2011, corrections were published on different pages (11, 10, 8 and 2 respectively), but in all cases, they were located on the right-hand side of the page, in a dedicated space entitled 'Clarification'. Despite the existence of a headline, the size and colour of its fonts did not differentiate them from other published elements in the column, which decreased the visibility of corrections (picture 1, below).

together to help one another. Families, friends and communities often find a source of courage rising up from within.

"Indeed, sadly, it seems that it is tragedy that often draws out the most and the best from the human spirit."

As the Queen celebrated Christmas without her husband, the Duke of Edinburgh, by her side as he recuperates in hospital following treatment for a blocked coronary artery, her annual message touched on the importance of her own family.

She paid tribute to the Cambridges' marriage, and that of Zara Phillips and rugby star Mike Tindall, both celebrated this summer.

She said: "The importance of family has, of course, come home to Prince Philip and me personally this year with the marriages of two of our grandchildren, each in their own way a celebration of the God-given love that binds a family together."

As she spoke, footage was shown of the two weddings.

Meanwhile, the Archbishop of Canterbury spoke of the "broken bonds and abused trust" on

most and the best from the human spirit

50th anniversary in 2012 – as an example of how ideas of duty and common interest can be expressed.

The Archbishop quoted the Book of Common Prayer's Long Exhortation to say: "If ye shall perceive your offences to be such as are not only against God but also against your neighbours; then ye shall reconcile yourselves unto them; being ready to make restitution".

In Rome, Pope Benedict XVI used his traditional Christmas Day message to pray for an end to the bloodshed in Syria.

The head of the Roman Catholic Church said: "May the Lord bring an end to the violence in Syria, where much blood has already been shed." He also urged the world to help famine victims in the Horn of Africa.

At Christmas Mass on Saturday, the pontiff attacked the commercialisation of the Christian festival.

Leader comment: Page 14

STENT PROCEDURE

- 1 Narrow guidance line and catheter is inserted through the femoral artery in the thigh and then slowly guided to the heart, this is usually done with the patient awake but sedated
- 2 X-ray exposure (live injected to highlight arteries. Detailed x-ray image is created to show blockage
- 3 Catheter replaced with balloon catheter can (big chest)
- 4 Balloon inflated, expanding stent and flattening blockage against artery wall
- 5 Catheter removed. Stent holds artery open. Within weeks tissue grows around stent

Duke in good spirits as princes pay visit

THE Duke of Edinburgh was continuing his recovery in hospital after treatment for a blocked coronary artery.

Princes William and Harry were among the royal visitors who brought Christmas cheer to the Duke of Edinburgh, 90, at Papworth Hospital near Huntingdon, Cambridgeshire, yesterday afternoon.

After the Royal Family's Christmas lunch at Sandringham, the two princes drove the 60 miles to the hospital separately, with the Duke of York's daughters Beatrice and Eugenie and the Princess Royal's children Zara and Peter.

Well-wishers outside the Christmas Day church service at Sandringham were told the Duke was "getting much better" and was "in very good spirits" by the Prince of Wales and the Duke of Cambridge.

It was thought to be the first time the Duke of Edinburgh has missed the Christmas morning service at Sandringham, which has become an annual tradition for the Royal Family since the early 1990s. The Duchess of Cambridge attended the service for the first time.

The Duke of Edinburgh was taken to Papworth, a specialist heart hospital, on Friday night after complaining of chest pains.

He underwent a "minimally invasive procedure of coronary stenting", which was declared a success.

He was expected to spend a third night in hospital last night and no details have been given about when he will be discharged.

Serviceman dies of blast injuries

A MEMBER of the Royal Air Force who was injured in the same explosion which killed a Royal Marine in Afghanistan has died of his injuries. The serviceman was seriously wounded when his vehicle was caught in a blast south of Kabul on Thursday. He was flown back to the UK.

Clarification

WE reported on July 22 that a council property conservation employee, John Jack, was under investigation after it was reported he was running a firm offering building repairs work. Mr Jack's company, Leishan Property Matters, did not carry out any building or statutory repair work but offered general advice on a number of property-related matters. We are happy to clarify this point.

Picture 1. Example of correction (26 December 2011).

In 2016, (apart from one occasion on 28 April, that the correction was published on page 4, all other corrections were published consistently on page 2, in a dedicated area on the right-hand side of the page. Even though the publication included its logo, which arguably attracted the reader's attention, there is no headline that would indicate the publication of corrections, clarifications, or complaints. As a result, the reader might not have been aware, if not reading

carefully the published material, that this area was designed for the publication of corrections, or for the newspaper's complaints handling policy (picture 2, below).

The government's intervention follows turmoil in the financial markets as oil prices have plunged and China's economic slowdown has spooked investors. RBS recently warned investors to "sell everything" except good bonds. Inflation jumped unexpectedly last month from 0.1 to 0.2 per cent. The 11-month high was caused by a near doubling of air fares in December and lower than expected falls in the price of petrol. Mr Carney said a rates rise, when it comes, would "depend on economic prospects, not the calendar". The outlook has changed dramatically since last summer's prediction that the decision to raise rates would come into sharper relief at the turn of the year, he said. He told an audience at Queen Mary University of London: "The world is weaker and UK growth has slowed."

"Due to the oil price collapse, increase confidence that the inflation of limited and gradual rate increases will be consistent with returning inflation sustainably to target," he told the audience. The International Monetary Fund yesterday again slashed its global growth forecast, while data from China also showed the country's economy growing at the weakest pace in 25 years. The US last month increased rates for the first time in nearly a decade as America's economy expanded strongly last year. But this does not mean the UK will follow suit with a rate rise soon, Mr Carney said.

Due to the oil price collapse, inflation has fallen further and will likely remain very low for longer

House prices rise: Page 10
Business: Page 21

MARK CARNEY: Said policymakers needed to see faster growth, higher pay and more core inflation.

The Herald
IN our article about electronic tagging on Saturday, we wrongly attributed research to The Scottish Centre for Crime and Justice Research. The evaluation was, in fact, carried out by The Scottish Consortium on Crime and Criminal Justice. It is The Herald's policy to correct errors as soon as we can and all corrections and clarifications will usually appear on this page. The Herald adheres to the Editors' Code of Practice (see www.ipso.co.uk). We are regulated by the Independent Press Standards Organisation (IPSO). Complaints about stories should be referred firstly to the Editor at complaints@theherald.co.uk or by post, 200 Renfield Street, Glasgow G2 3QB. If a resolution cannot be reached, contact IPSO at inquiries@ipso.co.uk or by post at IPSO, Gate House, 1 Farringdon Street, London EC4A 3DF.

Picture 2. Example of correction (20 January 2016)

As regards the comparison between the original and the correction page, this information is available for all corrections in 2011 and 2016, with one exception, the correction that was published on 27 January 2016. There are two cases in 2011 (of 13 July and of 14 December), when the corrections were published on a later page compared to the original article, which was a front-page story (table 2, figure 1). In 2016, there are also two corrections that were published on a later page (of 30 April and 8 June), which also concerned a front-page story. These corrections are indicated in bold below. In all other cases, the correction was published on an earlier page than the original article.

Correction number	Newspaper title	Year	Date of published correction	Original page number	Correction page
1	The Herald	2011	13-Jul	9	11
2	The Herald	2011	06-Dec	11	10
3	The Herald	2011	14-Dec	1 and 3	8
4	The Herald	2011	26-Dec	4	2
1	The Herald	2016	20-Jan	12	2
2	The Herald	2016	27-Jan	N/A	2
3	The Herald	2016	01-Feb	5	2

4	The Herald	2016	16-Feb	24	2
5	The Herald	2016	27-Feb	10	2
6	The Herald	2016	03-Mar	11	2
7	The Herald	2016	26-Mar	6	2
8	The Herald	2016	08-Apr	9	2
9	The Herald	2016	12-Apr	19	2
10	The Herald	2016	28-Apr	14	4
11	The Herald	2016	30-Apr	1 and 3	2
12	The Herald	2016	14-May	8	2
13	The Herald	2016	08-Jun	1	2
14	The Herald	2016	13-Jun	19	2
15	The Herald	2016	21-Jul	6	2
16	The Herald	2016	09-Aug	15	2
17	The Herald	2016	01-Oct	5	2
18	The Herald	2016	01-Nov	17	2
19	The Herald	2016	02-Nov	10	2
20	The Herald	2016	13-Dec	4	2
21	The Herald	2016	13-Dec	16	2

Table 2. Prominence: Original page and correction page (2011 & 2016).

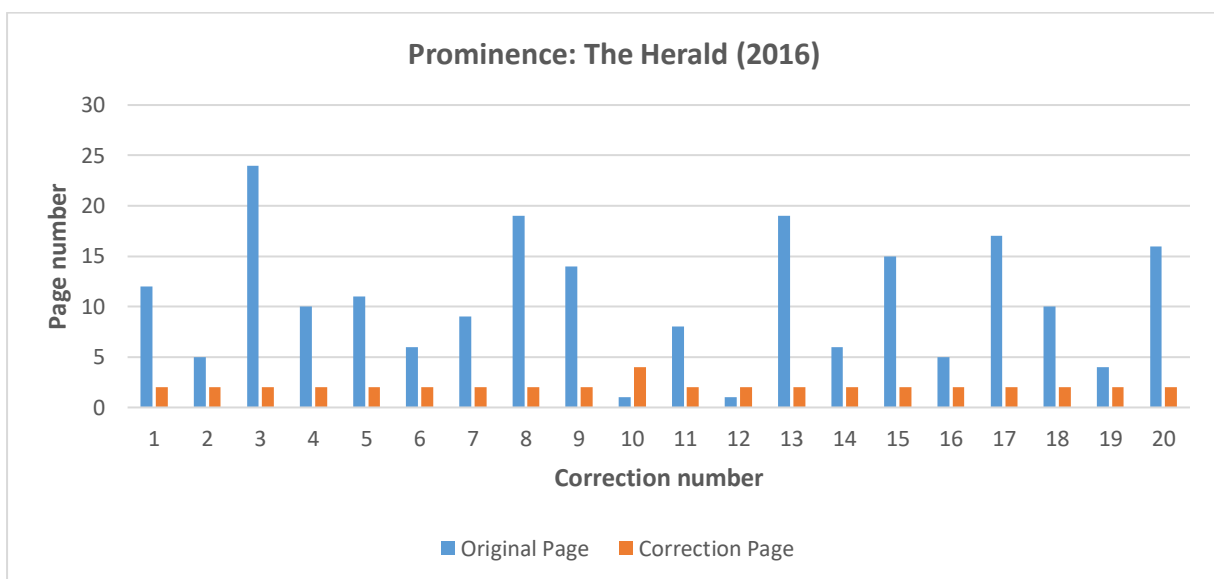


Figure 1. Prominence: Original page and correction page (2016).

Speed of corrections

A difference is observed between the two years under examination (2011, 2016) when it comes to the time-period between the publication of the original article and the published correction. In 2011, apart from the correction of 14 December that was published after 8 days, the rest of the corrections (13 July, 06 December and 26 December), were published after a lengthier time: 526, 159 and 157 days respectively (table 3, figure 2). The corrections which were published with the longest delay concerned wrong allegations in a broad sense (pictures 3, 4 and 5).

Correction number	Newspaper title	Year	Date of original publication	Date of published correction	Timeliness
1	The Herald	2011	02-Feb	13-Jul	526
2	The Herald	2011	29-Jun	06-Dec	159
3	The Herald	2011	06-Dec	14-Dec	8
4	The Herald	2011	22-Jul	26-Dec	157
1	The Herald	2016	16-Jan	20-Jan	4
2	The Herald	2016	28-Dec	27-Jan	30
3	The Herald	2016	14-Jan	01-Feb	17
4	The Herald	2016	15-Feb	16-Feb	1
5	The Herald	2016	26-Feb	27-Feb	1
6	The Herald	2016	01-Mar	03-Mar	2
7	The Herald	2016	19-Mar	26-Mar	7
8	The Herald	2016	07-Apr	08-Apr	1
9	The Herald	2016	09-Apr	12-Apr	4
10	The Herald	2016	27-Apr	28-Apr	3
11	The Herald	2016	27-Apr	30-Apr	3
12	The Herald	2016	13-May	14-May	1
13	The Herald	2016	07-Jun	08-Jun	1
14	The Herald	2016	11-Jun	13-Jun	2
15	The Herald	2016	20-Jul	21-Jul	1

16	The Herald	2016	06-Aug	09-Aug	3
17	The Herald	2016	30-Sep	01-Oct	1
18	The Herald	2016	29-Oct	01-Nov	3
19	The Herald	2016	29-Oct	02-Nov	4
20	The Herald	2016	12-Dec	13-Dec	1
21	The Herald	2016	12-Dec	13-Dec	1

Table 3. Speed of corrections (2011&2016)

Clarification

CONTRARY to a statement from Hotel Hebrides reported in good faith in The Herald of February 2, 2010, we have been asked to point out that James Stocks did not leave Harris unannounced following a theft from the hotel.

Clarification

WE reported on June 30 that “the driver of a giant dumper truck crushed two colleagues to death while reading a newspaper”. The Fatal Accident Inquiry report into the incident found that one of the reasons the deaths might have been avoided was “if Alan Shannon [the driver] had paid more attention and in particular had not been reading a newspaper in the cab of his vehicle”. We are happy to clarify this point.

Clarification

WE reported on July 22 that a council property conservation employee, John Jack, was under investigation after it was reported he was running a firm offering building repairs work. Mr Jack’s company, Lothian Property Matters, did not carry out any building or statutory repair work but offered general advice on a number of property-related matters. We are happy to clarify this point.

Picture 3. 13 July 2011

Picture 4. 06 December 2011

Picture 5. 26 December 2011

In 2016, the newspaper changed its approach entirely, and all the corrections were published within a week, apart from two corrections: one that was published after 30 days (27 January, picture 6, below) and concerned a donations issue, and another one that was published after 17 days (01 February) (figure 2, picture 6, below). As the interviewee explained, the newspaper aims to publish the corrections in the next day’s publication, or as soon as possible. This depends however on a variety of factors such as their ability to make contact with the complainant to get a response and for the correction to not require further investigation. Legal issues, as well as other matters, affect both the time taken to publish that correction and the wording of the correction themselves. The median for both years shows this difference: for 2011 it was 158 days, whereas for 2016 it was 3 days.

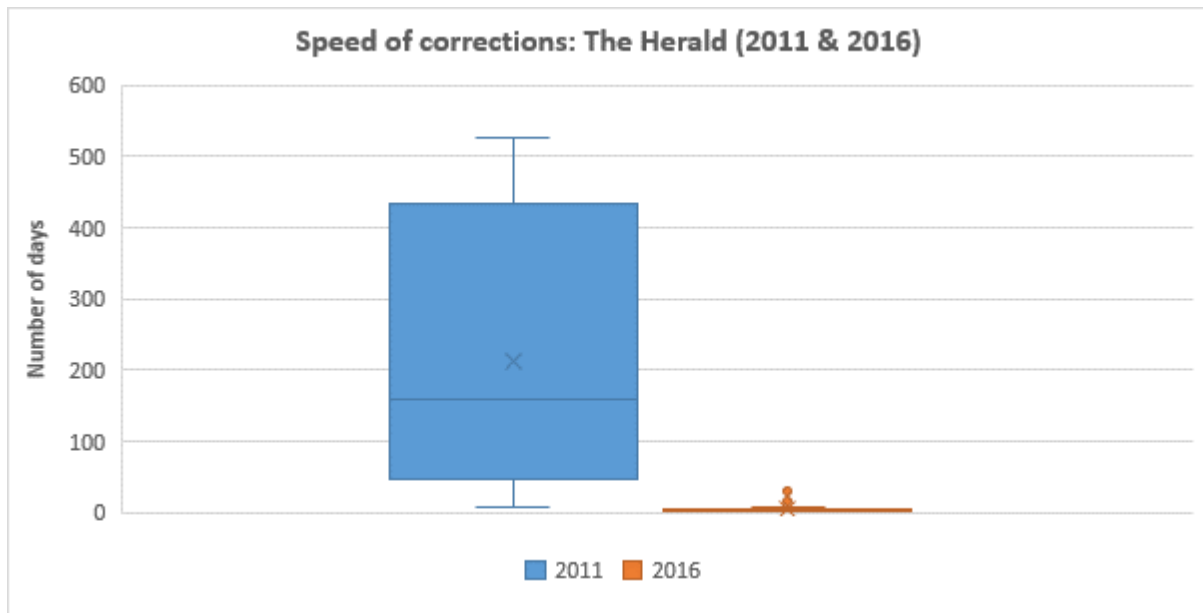


Figure 2. Speed of corrections (2011 & 2016)

The Herald

WE reported on January 14 that the 2014/15 accounts for the Scottish Asian Women's Association showed that no donations whatsoever had been made by the charity. This is not the case. In fact, donations were made by the charity in 2015. We apologise for the error.

Picture 6. 01 February 2016

Adequacy of corrections

The Herald largely provided clear identification of the error and clarifying information, although there are some instances, both in 2011 and in 2016, when either the wording was confusing, or more clarity was needed in the provision of corrective details (pictures 7-9, below). In the case of the first correction it is unclear what the inaccuracy was. It is, however, possible that a more explicit correction might have further impacted on the privacy/reputation of the directly affected parties. The second correction identifies the inaccuracy. However, the lack of quotation marks when referring to 'Community Integrative care' and the phrase 'at the second reference' make comprehension difficult. The last

correction identifies the inaccuracy but it remains unclear why it could be the cause of distress to the individuals concerned.

Clarification

CONTRARY to a statement from Hotel Hebrides reported in good faith in The Herald of February 2, 2010, we have been asked to point out that James Stocks did not leave Harris unannounced following a theft from the hotel.

Picture 7. 13 July 2011

The Herald

IN TUESDAY'S column about chronic pain, we wrongly described the NHS Centre for Integrative Care as Community Integrated Care at the second reference. Community Integrated Care is one of Britain's biggest health and social care charities.

Picture 8. 03 March 2016

The Herald

IN our Unspun political diary last Saturday, reference was made to Chris Stephens, SNP MP for Glasgow South West, and Patrick Grady, SNP MP for Glasgow North, being known to their office staffs not by their Christian names but as, respectively, Mr Stephens and Mr Grady. This is untrue. We apologise for any distress caused to the individuals concerned or their respective constituency office staff.

Picture 9. 26 March 2016

Moving beyond the IPSO requirements, only one correction included the headline of the original article (14 May 2016). On the contrary, only one correction omitted the date the original story was published (27 January 2016). There are six occasions in 2016 (40% of the total number of published corrections) when the corrections included an apology. The Herald mostly included an apology in 'appropriate' cases (pictures 9 and 10). As the interviewee explained, the decision of whether to include an apology 'depends whether we have to correct one minor point in the general text, or points that might simply need to be clarified - because the vast majority (the rest) is absolutely correct. But if the error caused some distress, then we include an apology because it's the right thing to do.'

The Herald

IN a recent column for heraldscotland, Graham Spiers said an un-named Rangers director had praised the song The Billy Boys. He also questioned the willingness of Rangers directors to tackle offensive behaviour, and The Herald and Graham Spiers accept this was inaccurate. We acknowledge every member of the Rangers board is fully committed to fighting bigotry and offensive chanting, wherever it occurs in Scottish football, and that the club is actively tackling the issue. We apologise for any embarrassment that may have been caused to the members of the Rangers board.

Picture 9. 27 January 2016

The Herald

IN AN article of Friday, May 13, "Hall's charter change brings overhaul for BBC Scotland" we erroneously claimed that John Nicolson MP had "hit out" at a decision to reveal details of BBC employees' salaries if they earned more than £450,000.

What he actually said was that there was a "good case" for publishing all salaries over £150,000 and that BBC management salaries were far too high. We apologise for the error.

Picture 10. 14 May 2016

In terms of the number of words The Herald dedicated to its corrections, in 2011, this varied from 39 to 83 words, and the average number was 59 words. Similarly, in 2016 it varied from 35 to 91 words, and the average number was 53 words.

3.15. The Scotsman

Prominence of corrections

The Scotsman published 39 corrections in 2011 and 27 corrections in 2016 (cited in appendix 3). None of them followed IPSO's intervention.

The majority of complaints, which have been raised post-IPSO, concern accuracy issues, but as the interviewee explained, 'That doesn't always mean to say that we have been inaccurate, but it just means that we might have a complaint around accuracy. We'll get some complaints around intrusion and privacy and again that doesn't mean to say that we have been intrusive, or we have breached their privacy, but we will get complaints around that'. He also stressed that 'we may get complaints about not only stories that we do cover, but stories that we don't cover.' With reference to the number of published corrections, the interviewee mentioned 'that whenever a complaint warrants a correction then one hundred per cent of them get a correction', although there are occasions when complainants just want to get across their side of the story, and this may lead to resolving the complaint in a different way, for instance with the publication of a letter from the complainant. He also mentioned that 'We don't publish a lot of them because we don't make that many mistakes. But it's all part of the more formal approach to resolving the public's complaints concerns. If we've made a mistake, our goal is always to try to put it right to the complainant's satisfaction. We'll defend our ground if we have done nothing wrong. We will explain the situation carefully to people if they just haven't understood our responsibilities. But if we have got it wrong, we want to put it right. We want to put it right in a way they feel that we treated them with respect.'

Indicating that the newspaper considers complaints as 'incredibly important', the interviewee added that 'since IPSO came into place I think it is fair to say that we have formalised our complaints procedures', by introducing both internal and external processes.

At the same time, the paper claims to take the presentation of corrections more seriously now. In both years, the newspaper had a dedicated space for its corrections, entitled 'Clarifications & Corrections', demonstrating a consistent policy. In 2011, the corrections were spread on various pages across the newspaper (figure 1, below) but always on a page that also acted as the letters page, whereas in 2016, The Scotsman published all its corrections on

page 2. In 2011, this space was positioned at the bottom of the page, but in 2016, this was moved to the right-hand side in the middle of the page.

As regards the use of visual elements, in 2011 the publication used a variety of colours, such as yellow background for the content and red background for the title, thus easily attracting attention. This practice changed in 2016, when the newspaper adopted a more minimalistic approach: it removed the specific coloured box, and even though it used capital letters for the headline, the fonts were coloured in grey (pictures 1 and 2). This meant that the corrections were more visible in 2011 than in 2016.

By way of explanation the interviewee said that not all publications of the same publisher (Johnston Press) have a column headed 'corrections' in place because the publisher 'has a very high standard of accuracy and a lot of the papers very rarely have to publish a correction and it would look odd if there was a column headed 'corrections' and there were no corrections in there for most weeks'. Nonetheless, the column has been located on page 2, especially after IPSO as, according to the interviewee, 'before IPSO there was a less consistent approach to corrections'.

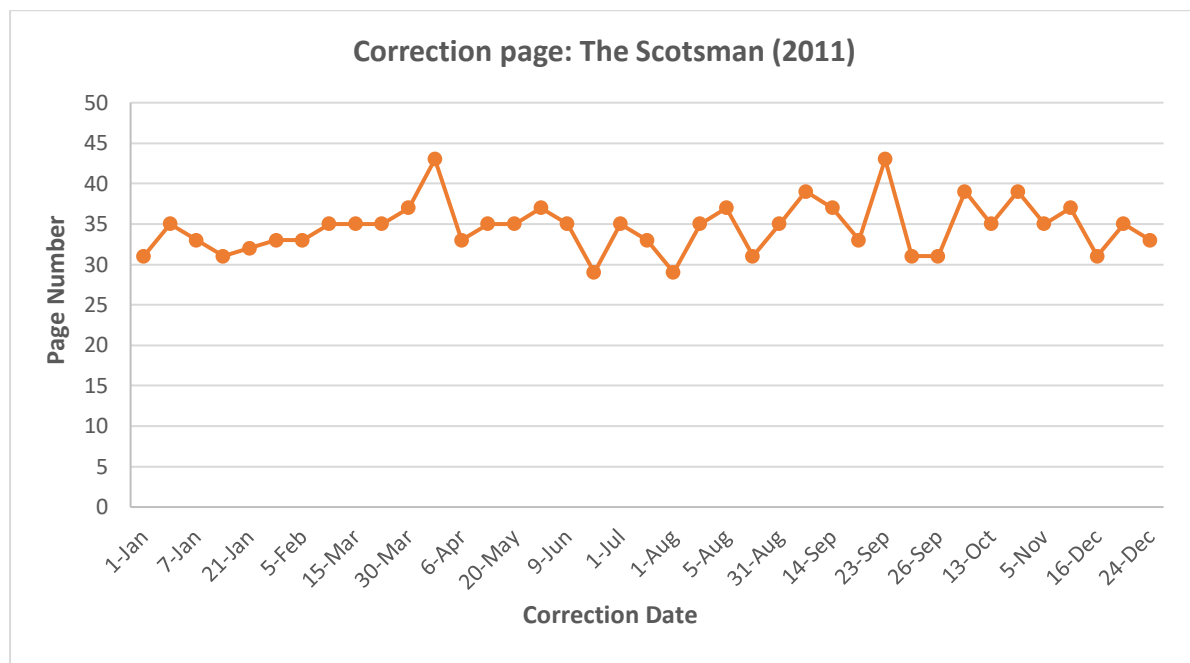


Figure 1. Correction page (2011)

accuracy thinks it helps to remedy a lack of knowledge of Scots history. Agreed, but at some cost. Granted, Wallace raised a rebellion against Edward I, was betrayed, captured and executed, and rightly became a national hero. But a blue-faced Wallace with a phony accent who inserted his own DNA into the bloodstream of today's British monarchy by seducing a French princess? If that's the history we want to proclaim, it's enough to put people off voting SNP!

JOHN PATTERSON
Scotland Street
Edinburgh

ACCORDING to David Stevenson (Letters, 19 April), the "British establishment" is "convinced to make us believe what it "would like us to believe" about the Highland Clearances.

Does he really believe there are offices full of thousands of civil servants in London ignoring major crises, concentrating all their efforts and energies in making sure the Scots are fed the establishment view of the Clearances?

Mr Stevenson's premise is preposterous, a sad reflection of a mindset that makes *Braveheart* reality and locks the world out of its bigamous fantasies.

ALEXANDER MCKAY
New Cut Rig, Edinburgh

Clarifications & corrections

● On Monday, 18 April, we incorrectly reported that Margaret Jamieson was the Scottish Labour candidate for Kilmarnock and Irvine Valley. In fact the Labour candidate is Matt McLaughlin.

Margaret Jamieson (now Wallace) was the Labour candidate for Kilmarnock and Loudoun in 2007. We apologise for this error.

● The Scotsman abides by the Editors' Code of Practice as ratified and adjudicated by the Press Complaints Commission. The PCC can be contacted through www.pcc.org.uk or at Hulton House, 20/23 Holborn, London, EC1N 2JD.

Scotsman.com view

VINCE CABLE 'GAGGED' OVER TORY THATCHER JIBE

I remember the negative side of Thatcherism. "Was there a positive side too though, Mr Cable?"

- Right Turn

Just wait till after the election. If the Lib Dems suffer a meltdown, then the fur will fly.

- Maculstein

There's still a lot of hatred for Maggie Thatcher, even although the old girl is ancient history... but some of the politicians who followed her could do with her staying power and convictions.

- Letters From Muscat

I wish Cable would stop being such a balloon. He had an excellent reputation before the election. He wants his cake and eat it. He is in government, but behaving as if he is in opposition. The coalition's policies are hard but the country is broke. It is hardly the same as the ideology of Margaret Thatcher's government.

- Wode

No point in getting rid of the Lib Tory coalition unless and until there is a viable and attractive alternative. Neither exists currently.

- Ben The Hoose

If he is so honourable, why doesn't he just resign? That is usually the way. If he is so honest, why did he not just say the words that were written? If he knows the dangers of the Tories why did he sign up to put them into power? He might be one of their most frustrated but he is as spineless as the rest of the Tories' human shield.

- Wait a Minute

Perhaps there is enough money in the NHS funds somewhere to work out if it is possible to fit a spare into a member of the Vichy Democrats.

- alof Bristol

ANNIVERSARIES

Births: 1851 "Young" Tom Morris, golfer; 1889 Adolf Hitler; 1902 Sir Donald Wolffit, actor-manager; 1943 Alan Bold, poet, author and artist.

Deaths: 1768 Giovanni Antonio Canaletto, painter; 1883 Edouard Manet, painter; 1912 Bram Stoker, writer of *Dracula*; 1998 The Right Rev Trevor Huddleston, anti-apartheid campaigner; 2004 Norris McWhirter founder editor of the Guinness Book of Records.

Scotsman archive

EDUCATIONAL INSTITUTE OF SCOTLAND: TEACHERS' SUPERANNUATION 20 April, 1911

Miss James Beattie occupied the chair when congress opened in Oban. A discussion was initiated by Mr D. M. Cowan of Glasgow who submitted a resolution welcoming the draft scheme as being on the lines laid down by the Institute. It could not be said the terms were extravagant. The teacher was required to make a fairly heavy contribution during the years of service and the benefits were no more than he might fairly demand and expect. It was clear [however] heavy demands were being put upon the scheme. As teachers they sympathised with those school boards who complained they were being called upon to pay more than their fair share of the cost of education in Scotland.

Miss Margaret A Macdonald, Auchinleck, said it was a pity nothing had been said about where the money was to come from. Money would not come from the skies.

● archive.scotsman.com

Picture 1. Example of correction (20 April 2011)

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The recycled paper content of UK newspapers in 2015 was 71%

Bananagrams word game is best seller

The Bananagrams word game has been named the UK's best-selling toy over the last 16 years by a major retailer – in a topten that does not include a single battery, switch or app.

The £15 portable word puzzle has sold more than any other toy on Amazon.co.uk since 2000, followed by Tom's Pop Up Pirate! and the £7 Orchard Toys Shopping List memory game, the retailer said.

The Dobble observation card game and the Insect Lore Butterfly Garden education kit are also on the list.

Bond not fit to be spy, says MI6 boss

James Bond would fail to make the grade if he tried to become a spy today, the head of MI6 has said.

Although the suave fictional secret agent is tenacious and

ALMOST 100,000 VEHICLES were built last month, an increase of 0.9 per cent compared to last September, with exports topping 120,000.

Charles calls for farmer rewards

The Prince of Wales has called for farmers across the globe to be "properly rewarded" for being good stewards of their land as he declared the "fertility and health of the soil is at the heart of everything".

Charles said increasing the "wellbeing" of family farmers in places as diverse as the UK, Senegal and the Middle East would have a positive impact on "social, economic and political stability", in a speech on the role of agriculture in the fight against emissions.

■ Winning numbers in last night's Lotto draw were 05, 11, 27, 29, 52 and 53, with bonus ball 13.

Teen spirit: Fans turn out in force to greet boyband The Vamps

17-year-old Patsy Palmer, Abbey origin and Miami resident, aged 14, joined crowds to meet The Vamps as the teen group launched their first book in Glasgow. It tells how the band have gone from schoolboys to superstardom in just a few years.

THE WEATHER

Windy and wet in the west. Drier in the east.
A windy and wet day in the west with rain. Staying mainly dry further east with a few sunny spells. Max temp 12-15C (54-59F).

ABERDEEN	15	6	C
AVIEMORE	13	6	R
BRAEMAR	12	6	C
EDINBURGH	14	9	C
ESKDALEMUIR	12	9	R
INVERNESS	16	6	R
KINLOCHWE	13	8	R
KINLOSS	15	7	R
KIRKWALL	13	7	SH
LERWICK	12	7	R

FULL GUIDE PAGE 45

CLARIFICATIONS & CORRECTIONS

● Our story on Tuesday about the upcoming Christian Aid art sale in Edinburgh stated that the charity "focuses on alleviating poverty in Scotland" when in fact its work targets poverty in 40 different countries. We are happy to put the record straight.

● It is the policy of The Scotsman to correct errors as soon as is practicable.

● All complaints concerning The Scotsman should be made to Euan McGorry at emcgrory@scotsman.com in the first instance. Should you wish to take the matter further after that, you can contact the Independent Press Standards Organisation.

Gate House, 1 Farringdon Street, London, EC4M 7LG

Picture 2. Example of correction (27 October 2016)

When measuring other prominence factors, i.e. the comparison between the original page on which the article was published and the correction page, there is available information for 87% of the sample for 2011. That data shows that in 2011, corrections in their vast majority were published on a later page (table 2 - cited in the Appendix 3, figure 2 below).

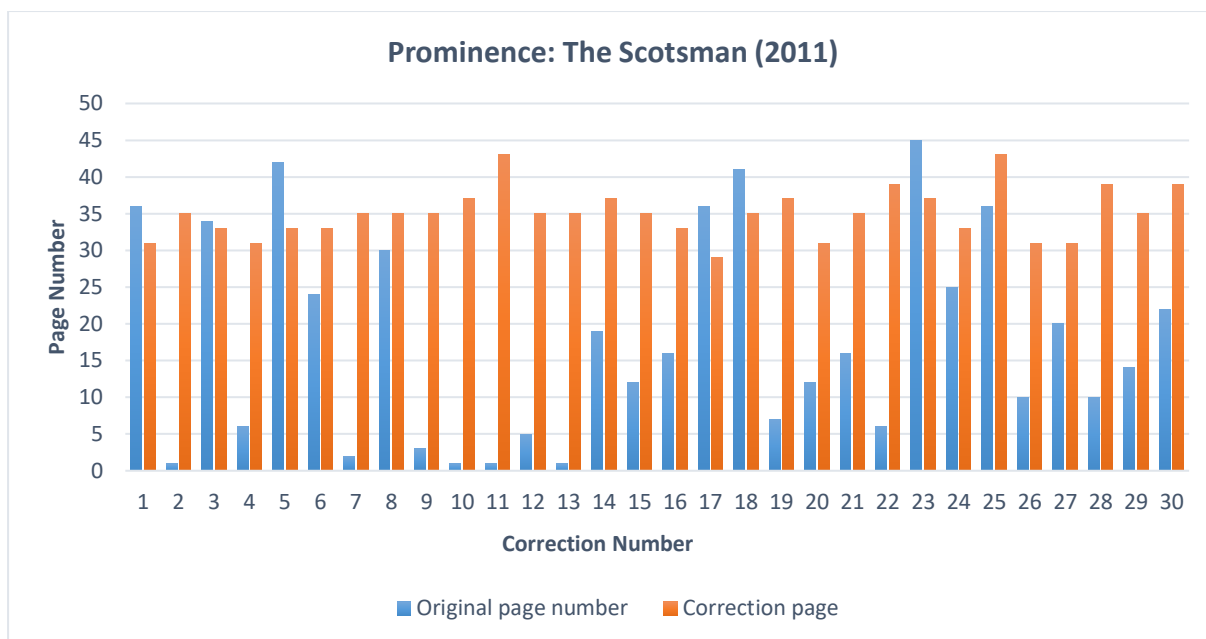


Figure 2. Prominence: Original page and correction page (2011).

In 2016, given that the newspaper had a dedicated corrections space on page 2, most of the corrections were published on an earlier page than the original article, apart from the correction of 23 May, where the original article was partially published on the front-page (table 3 - cited in Appendix 3, figure 3 below).

When it comes to ‘due prominence’ the interviewee commented that ‘We take the view that sometimes we will need to give, under due prominence, the correction a lot more prominence than perhaps the original article. So sometimes a correction won’t appear on page 2. If there was a serious error on a front-page story, for example, we may well say this is a serious error on the front page, we’re going to publish the paragraph on the front page.’ There was no evidence of front-page corrections in 2016.

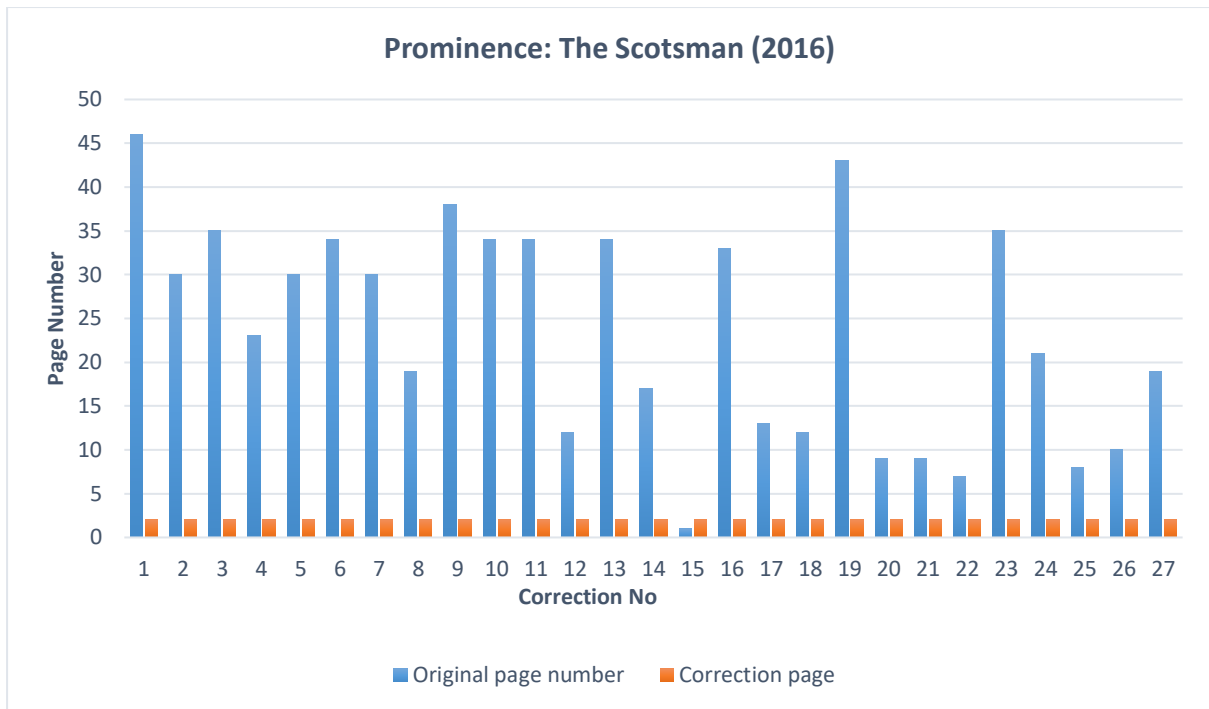


Figure 3. Prominence: Original page and correction page (2016).

Speed of corrections

The Scotsman published all its corrections within a short time frame, both in 2011 and in 2016 (table 4 - cited in Appendix 3, figure 4).

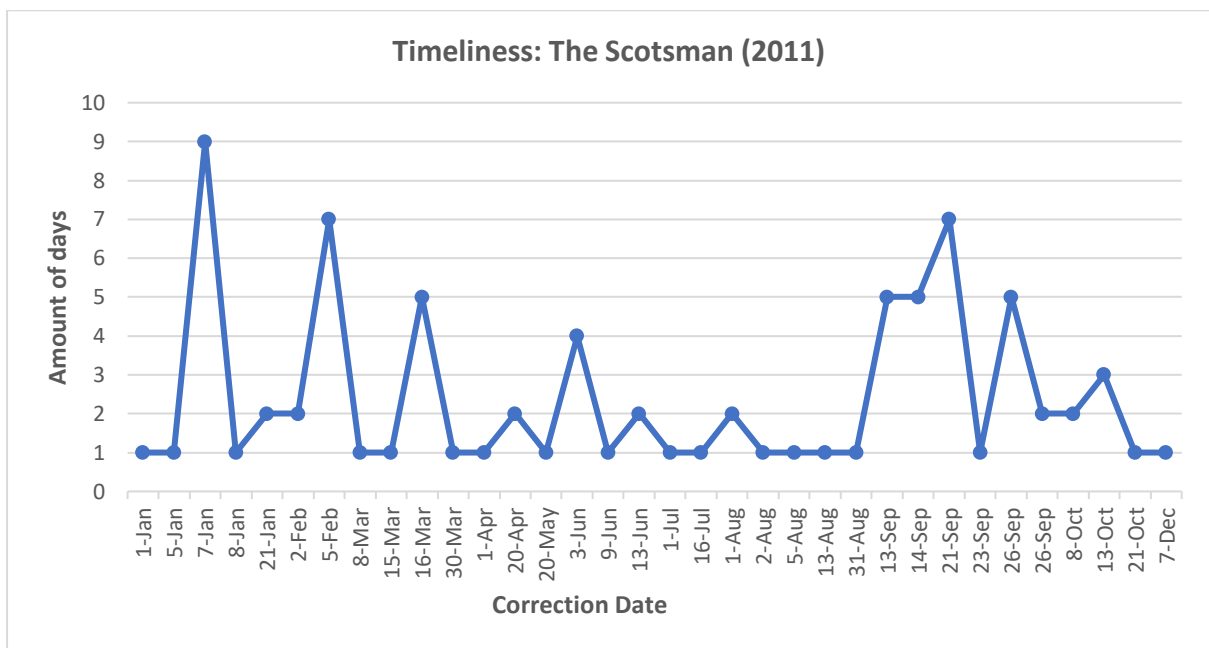


Figure 4. Speed of corrections (2011)

In 2016, in most cases corrections were published within two weeks - and usually the timeframe was even shorter (a week). The newspaper aims for a fast resolution, nonetheless, the interviewee highlighted that the 'timeframe is to publish the correction as quickly as possible, but that means not so quickly that the correction itself causes problems'. However, there are a few exceptions: for example, on 6 December 2016, the correction was published after 22 days, whereas the highest delay is observed on 3 September 2016 (226 days) (table 5 - cited in Appendix 3, and figure 5 below).

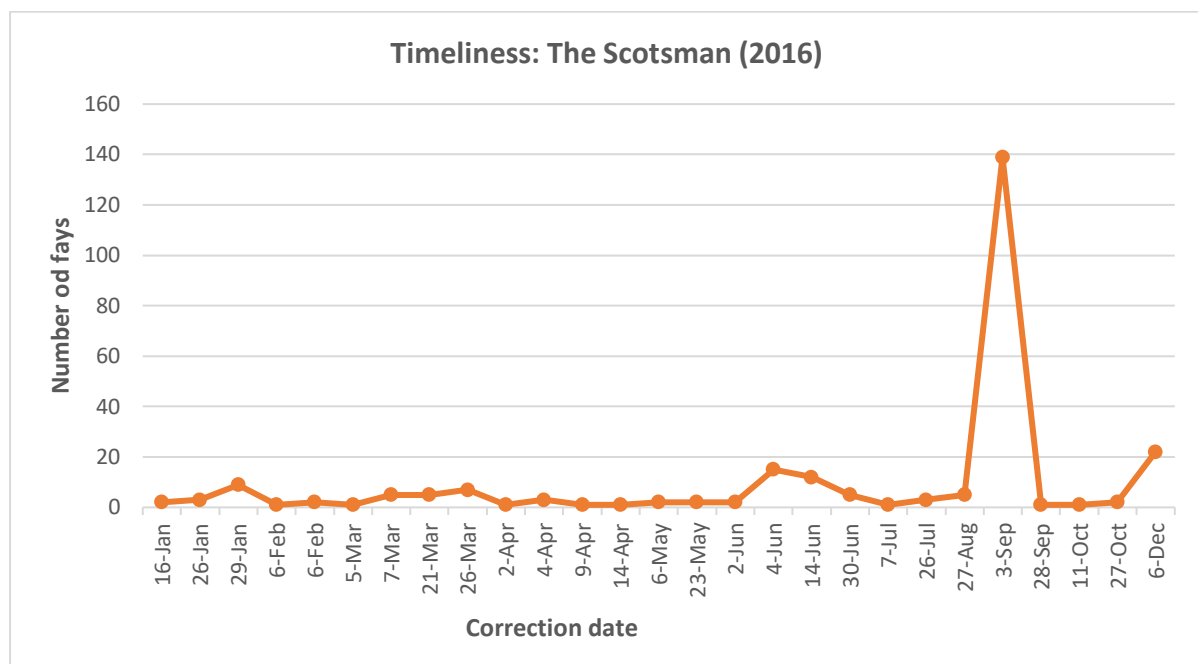


Figure 5. Speed of corrections (2016)

The speed of corrections for both years is captured visually below (figure 6). The median for 2011 was 1 day, and for 2016, 2 days.

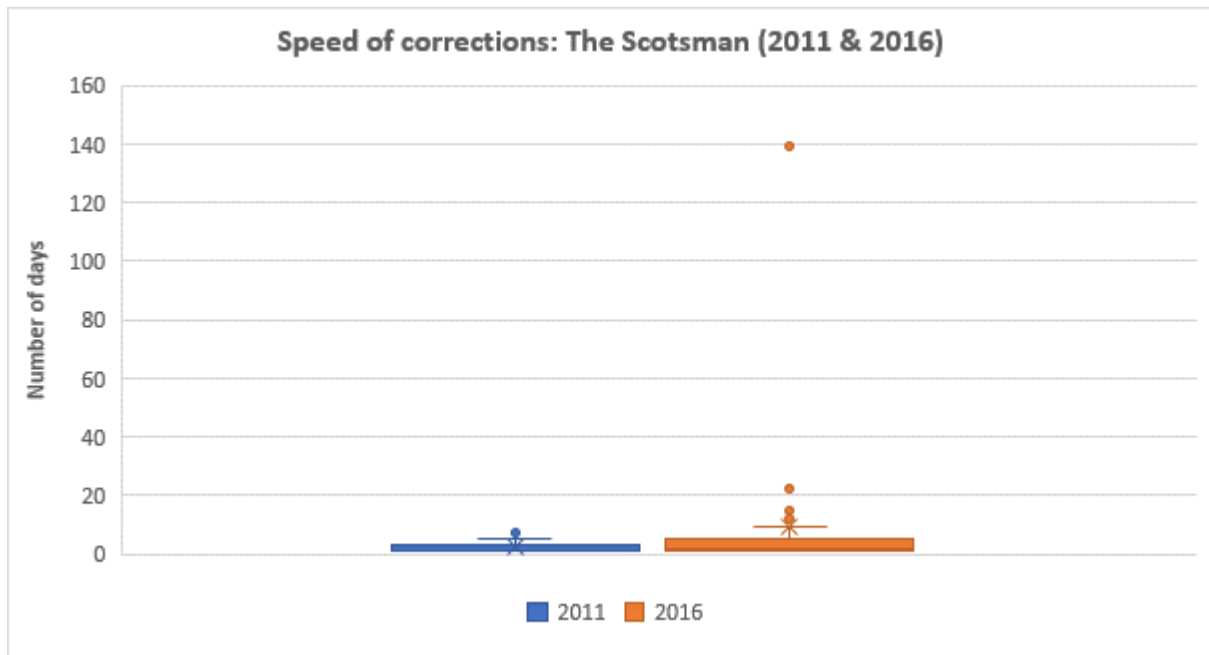


Figure 6. Speed of corrections (2011 & 2016)

The highest delay of 226 days concerned a correction due to the misidentification of a dead person in an obituary, who was confused with someone alive (picture 3, below).

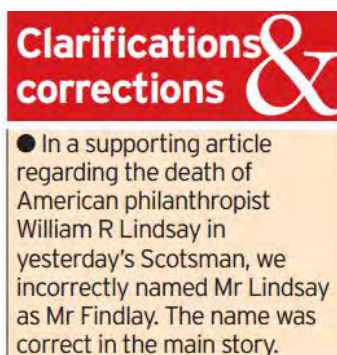
CLARIFICATIONS & CORRECTIONS

● An obituary of television producer and right-to-die campaigner Gordon Ross, published on 20 January, contained a passage which confused the deceased with television cameraman Gordon Ross, who is alive and well. We apologise unreservedly to Mr Ross for any upset or confusion caused, and we are happy to confirm that he continues to operate as an independent cameraman with i2i Television, based in Scotland.

Picture 3. 03 September 2016

Adequacy of corrections

The Scotsman largely identifies errors effectively and provides corrective information with clarity. In 2011, there were occasions when there was an attempt to explain the error, either by referring to the statement of the correct position in another part of the paper (picture 4), or to the provision of the incorrect information by other agencies (pictures 5-6).



Picture 4. 05 January 2011



Picture 5. 21 September 2011



Picture 6. 16 December 2011

In 2016, there was only one occasion, on 04 June 2016, when the corrective information was somewhat unclear (picture 7). In particular, it was not made clear enough who was meant to carry out the function of Named Person if not social workers.

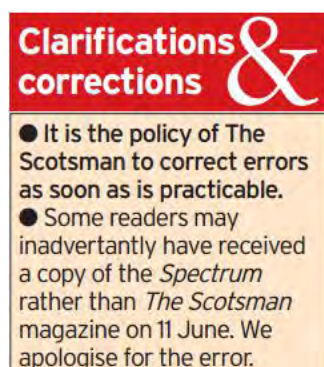
CLARIFICATIONS & CORRECTIONS

- An article we published on 20 May stated that social workers would carry out the function of Named Person in Scotland under Scottish Government proposals. This is not correct, and we apologise for any confusion caused.

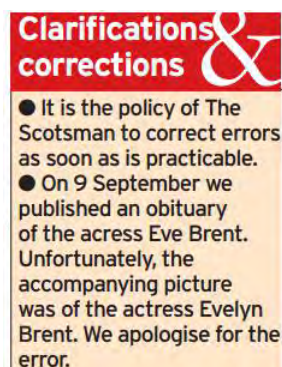
Picture 7. 04 June 2016

Moving beyond the IPSO requirements the headline was included in 46% of the corrections in 2011 and in 42% in 2016, whereas the date was included in the vast majority of them: in 95% of the cases in 2011 and in 96% in 2016. According to the newspaper, the most important aspect is the inclusion of a very clear link to the original report.

The number of words the newspaper dedicated to its corrections, varied in 2011 from 25 to 78 words, and the average number was 43 words. In 2016, this number decreased: The Scotsman used 13 to 36 words in its corrections and the average number was 29 words. In 2011 30% of the corrections included an apology, in 2016, this increased to 77%. In both years, an apology was offered in a wide range of cases, concerning important but also less important issues (pictures 8 and 9 for 2011 and 10 and 11 for 2016). Offering his insight, the interviewee said that ‘We will take a view on the nature of the inaccuracy. If it’s what I would call a fairly non-personal inaccuracy of fact (...) that doesn’t actually reflect on anybody because it’s just an incorrect statement, then it would be a straight correction. But let’s say that we’d made an error that directly infringes upon an individual, that reflects directly on them, then in those circumstances we would very seriously consider publishing an apology (...) We take a view on whether a person deserves an apology and we will never hesitate to give them an apology if we feel that it is warranted’.



Picture 8. 13 June 2011



Picture 9. 14 September 2011

CLARIFICATIONS & CORRECTIONS

In an article on Wednesday, 2 March, we incorrectly described Babcock International as owner of the Faslane dockyard. The naval base is owned by the Ministry of Defence. We apologise for the error.

Picture 10. 07 March 2016

CLARIFICATIONS & CORRECTIONS

In yesterday's edition, an obituary of Alexander Raeburn Grieve wrongly gave the deceased's first name as Robert. We apologise for this error, caused by a misunderstanding on the part of the author.

Picture 11. 14 April 2016

3.16. The Sun

Prominence of corrections

The Sun published 14 corrections in 2011 and 33 corrections in 2016 (table 1 – cited in Appendix 3 in full). In 2016, six corrections were published following either rulings made by IPSO or resolutions mediated by IPSO.

Correction number	Newspaper title	Year	Date of original publication	IPSO resolution / ruling	Date of correction
16	The Sun	2016	01-Jan	02-Jun ruling	21-Jun
17	The Sun	2016	04-Apr	16-Jun resolution	23-Jun
23	The Sun	2016	26-May	N/A resolution	19-Aug
24	The Sun	2016	14-Dec	25-Aug resolution	26-Aug
30	The Sun	2016	19-May	14-Oct ruling	05-Nov
32	The Sun	2016	20-Aug	16-Nov ruling	19-Nov

Table 1. Published corrections (2016)

The newspaper receives a large number of complaints, a significant proportion of which, according to the interviewee, can appear politically motivated. Even before the formation of IPSO, the newspaper developed a framework to address corrections more systematically. It introduced ‘The Sun Ombudsman’ role, to directly handle complaints, to represent the reader and to provide a structured response. It also led the newspaper to be proactive. As the interviewee mentioned, ‘we judge before we publish, we have a very careful framework (...) we have a wide range of compliance to the Code and measures in place to guarantee good governance’.

The interviewee explained that the newspaper tries to resolve all the complaints quickly. There are however obstacles, such as when complainants refuse to settle in order to harm the credibility of the newspaper with upheld complaints, or when they do not understand

tabloid journalism and the use of sensational language or headlines. The interviewee also referred to a dilemma that arises when in order to prove that there is no inaccuracy, the newspaper would have to reveal a confidential source, which it could not do because to do so would breach the Code's obligation to protect confidential sources. It was explained that 'we always try to resolve, even if we don't think that we've done a lot wrong, but if we think there is a weakness in our content, we correct it'. Finally, it was mentioned in the interview that a key difference between the complaints process under IPSO, if compared to the PCC, is how rulings are recorded as upheld even if the newspaper offered sufficient remedial action. This is perceived as particularly punishing, especially if the other side is politically motivated.

In terms of processes in 2011 corrections were published on different pages across the newspaper, varying from page 2 to page 30. There was a significant difficulty in locating the corrections, as there was neither a dedicated space, nor a relevant headline that would indicate the existence of a correction (pictures 1 and 2). The approach was very different in 2016. In 2016, corrections were published on page 2, in a dedicated space that was located either on the left-hand side column or the right-hand side column, towards the lower half of the page. The newspaper made the corrections visible by positioning them in a light-blue box entitled 'Corrections & Clarifications' in capital letters. It included its complaints handling policy in the same box, but an IPSO logo acted as a divider between the correction and the policy statement (pictures 3 and 4, below), although sometimes, the divider was positioned in the middle of the correction.

The newspaper aims for everyone to find the corrections easily. With reference to the corrections' design, the interviewee referred to the use of same fonts and to the occasional change of fonts, but also to the difference between tabloids and broadsheets. 'If you think of a broadsheet first and then the tabloids, tabloids are much smaller size of a product, so what might not look overly excessive on a broadsheet (e.g. in terms of fonts) in a tabloid for instance, it takes a much bigger proportion, and it is much more significant on a page'.

Tyred & emotional

A DRUNK left a trail of sparks as he drove four miles with a front WHEEL missing.

Andrew Mackay, 29, was three times over the B-test limit in Bristol after a New Year's party. He was banned for three years and given a suspended jail sentence at the city's crown court.

MYSTIC MEG'S LIVELINE



FIND out what the future holds for you by talking to one of my gifted team of psychics and astrologers any day from 8am to 1am.
 • Liveline calls cost £1.53 a minute. See Page 40 for full terms and conditions.

09064 001 002

POET'S CHARITY VISIT

Further to our article about a visit by the poet Shazee Quraishi to Bullwood Hall Prison, ("Jail-bard", February 28) we have been asked to point out her visit was funded by a charity, English PEN, and not from public funds. We are happy to make this clear.

AS MILLIONS MOURN LOSS OF BLUE PETER DOG



Why Lucy can help kids deal with death

HEARTBROKEN children have been posting messages on BBC1's Blue Peter website revealing their grief at the death of the show's dog, Lucy.

Touched by their tributes, here presenter HELEN SKELTON explains why she believes Lucy's loss will help children in their everyday lives.

WHEN Blue Peter got its first pet in 1962, it was a way of teaching children about looking after an animal.

We have lots of items on how to wash a pet, and even what you can feed a dog, which stops children feeding sweets to them. It teaches children about responsibility, not just that they are cute.

We would never pretend that Lucy hadn't died because our kids are really switched

By **HELEN SKELTON**
 Blue Peter presenter

on and to suggest anything else would be wrong. It was a massive shock because although she was an old dog, we thought maybe she would retire at the end of this series.

Important

Last week, she didn't look well and we took her to the vet and then we had the shock news that she'd been put down.

It was a really difficult in the studio when we did the actual film saying that she had passed away.

The director had to say: "Don't be too down about it, she had a long life and that is what is important to explain to children." If you lose a

family pet, the atmosphere changes. The fact the dog has gone has left a massive hole. The death of a pet is often a child's first experience of bereavement. Helping them through that loss can help them to understand dying.

The message board shows children that it's OK to say that you are feeling sad. We encourage children who feel sad to write on the message board and have a look through the photo gallery.

It helps them understand that when somebody dies you shouldn't stop talking about them. You should try to remember that loved one, be it a dog or a person, and all the happy times that you spent together.

1962

Year the first Blue Peter dog Petra joined show

6

Types of Blue Peter badge - blue, green, silver, gold, purple and orange

25

Blue Peter pets - 9 dogs, 9 cats, 5 tortoises, 2 parrots

408k

Regular viewers on BBC1

Picture 1. Example of correction (06 April 2011)

THIS CARPET COMES WITH A LIFETIME STAIN WARRANTY

NEW FAMOUS TWO STEP GREAT VALUE £12.99 **MADNESS 20% OFF** **£10.39** 30% OFF

NEW MEXICO OUR LIST PRICE £49.99 THEN £24.99 **MADNESS 20% OFF** **£19.99** 30% OFF

GRAND CANYON OUR LIST PRICE £49.99 WAS £24.99 THEN £19.99 **MADNESS 20% OFF** **£15.99** 30% OFF

Browse or buy online at
www.carpetright.co.uk

Discounts are clearly highlighted in store. Offer excludes laminates, remnants, rugs, rollstock, beds, underlay, accessories, fitting and delivery charges. Prices are correct at time of going to press. Due to printing limitations, colour may vary from that shown. Offer valid from 06.04.11 until 19.04.11.

Offer is not applicable to employees of Carpetright and associated companies. 10% offer valid on 14.04.11 only.

CARPET OF THE MONTH

ONE DAY ONLY! 10% off
 9AM - 9PM TOMORROW!
 ALL MADNESS PRICES

HAVE A LAUGH!

I WENT to buy some camouflage trousers the other day but I couldn't find any.

HOW can you get four suits for £1? Buy a deck of cards.

FIL OF LIFE

Our article (February 12) stated life expectancy on the Gurnos estate in Merthyr Tydfil was 58.8 years. In fact, this refers to healthy life expectancy and the average life expectancy is 70 years, which is not lower than Iraq or Haiti as we reported.

ICE FALL HORROR

A CLIMBER plunged 80ft to his death down a frozen waterfall when the screws holding his ropes ripped out of the ice, an inquest heard.

Newlywed Dave Church, 54, of Skildon, Co Durham, was killed instantly in the fall down Cautley Spout in Cumbria on Boxing Day last year. Coroner Ian Smith told the Kendal inquest: "He had taken all the appropriate precautions." Verdict: Accident.

Sun

A BULL which jumped a 4ft wall to escape from an abattoir was given a council bravery award and rehomed by animal lovers in Pontevedra, Spain.

SPOT

Hero... bible owner Richard, left, and families at his grave

Picture 2. Example of correction (13 April 2011)

CORRECTIONS & CLARIFICATIONS

EX-MET COMMANDER RAY ADAMS

In a story Lawrence Cop 28 Year Cover-Up (6 December 2015) we stated that the 1987 Russell files were never seen by the Stephen Lawrence Inquiry. In fact they were reviewed in the 1998 public inquiry and again in an independent review in 2014, although they were not published as they are protected by public interest immunity. We also stated that he was in charge of policing in South East London when Stephen was murdered and was involved in the investigation. In fact he was Commander Support 5 Area, a non-operational role with no jurisdiction over murder inquiries, and there is no evidence that Ex-Commander Adams acted corruptly or influenced anyone else in the Stephen Lawrence murder investigation. We apologise for these errors and are sorry for any distress caused.

ipso. independent press standards organisation

THE Sun aims to have the highest editorial standards in the paper and on digital. You can help us by letting us know if we have made mistakes. The Sun is a founding member of Ipso, the Independent Press Standards Organisation. If you would like to make a complaint to us about the code, please go to www.thesun.co.uk/ipso. Or email us at complaints@thesun.co.uk or write to The Sun Ombudsman, 1 London Bridge Street, London, SE1 9GF. We aim to correct significant factual errors as soon as we can.

KIM BOMB-ON

North Korea yesterday claimed it had successfully tested an engine for a nuclear missile that could hit the US mainland.

'Propaganda' binned

EXCLUSIVE BY DAVID WOODING
Sunday Political Editor

ANGRY posties could deliver a blow to David Cameron's referendum campaign by binning his pro-EU leaflets.

They are incensed that the PM wants to increase their workload by getting them to deliver his message to every British home.

Some rebels are threatening to dump the 16-page booklets while others are urging their union to demand extra pay for the service.

One postal worker said: "We were only told a couple of days ago that we have to do a bulk posting service to every house by next Wednesday. This is on top of six other door-to-door we have to do this week."

Another said: "I want to leave the EU and don't really want to assist the propaganda machine."

"I resent being forced to be part of this propaganda machine."

It could lead to thousands of postal workers voting to leave the EU in the referendum on June 23.

They bombarded union chatrooms with angry messages calling on colleagues not to be used as "unpaid EU messengers".

One said: "There is simply not enough staff as it is. We are not getting extra money for delivering this."

The threat to bin the leaflets came days after Cabinet rebels blasted the taxpayer-funded £9.3million mailshot. They claimed it is wrong at a time of Government cost-cutting and said the cash would have been better spent on the NHS.

Tory MEP Daniel Hannan urged people to show their anger by sending the leaflet back as junk mail.

But if the posties carry out their threat, many homes may not even get it in the first place.

Mr Cameron has defended his decision to send out millions of leaflets making the case for staying in the EU ahead of the referendum, insisting that it is "money well spent".

David Wooding @the-sun.co.uk

Glossy... the leaflet

BAR TAB

1 bottle of wine
6 pints of beer
2 glasses of port

NIGEL FOR BEEREXIT

NIGEL Farage has talked of his hopes of leading Britain to the Brexit door - over a "proper" liquid lunch.

The Ukip leader said he was "confident" of victory as he drank Financial Times journalist Henry Mance under the table. In between six pints of beer, a bottle of wine and two large glasses of port in a London pub, Mr Farage declared the EU dead.

But then he added: "I love Europe. France is wonderful. It should be. We've subsidised it for 40 years."

The Poll Cat - Page 23

Allen RALLYING

LILY Allen joins thousands of protesters yesterday to demand that PM David Cameron quit over his tax row.

The singer, 30, who blew a horn by Whitehall, told The Sun: "He's been dishonest. It's important young people take more of an interest in politics."

Three protesters were arrested after clashes with police left cops injured.

Cam's C'm at No 10 - Pages Six & Seven

poverty

EXCLUSIVE BY DAVID WOODING

NEW welfare supremo Stephen Crabb is to vow to put improving people's lives at the heart of his benefits reforms.

The Work and Pensions Secretary wants to ensure a "relentless" focus on tackling the root causes of poverty and to boost social mobility.

He is also expected to steam ahead with the Universal Credit pioneered by his predecessor Iain Duncan Smith.

But he will promise to weigh up the human impact of future decisions aimed at helping thousands more get a job.

In his first speech this week, Mr Crabb will declare: "We should be in the business of people."

He will say this means "recognising that for many individuals, their circumstances can change and their circumstances need to change".

Boss dig at NHS

THE NHS is failing because of gross incompetence, says one of its top trust chiefs.

Dame Julie Moore, head of the University Hospitals Birmingham and Heart of England trust, said some of her peers should be sacked for poor leadership and failing to make decisions.

Speaking, she also warned the UK would struggle to cope with new viruses as hospitals don't carry out basic research. Many were hindered by IT systems, she added.

PAR-LAA-LAA-MENT

Leaders in Bristol want Parliament moved to a HQ there when the Palace of Westminster is refitted.

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Picture 3. Example of correction (10 April 2016)

CORRECTIONS & CLARIFICATIONS

LAST Sunday's article 'Can N Get he said David Cameron is setting up a 'Tony Blair-style' charity foundation to help underprivileged children.

Mr Blair has asked us to clarify that he receives no money from his charity, The Faith Foundation. Mr Blair's paid commercial activities, which he is winding down, are completely unconnected to his charity work. Apologies.

ipso. independent press standards organisation

THE Sun is a founding member of Ipso, the Independent Press Standards Organisation. If you would like to make a complaint to us about the code it enforces, please go to www.thesun.co.uk/ipso. Or email us at complaints@thesun.co.uk or write to The Sun Ombudsman, 1 London Bridge Street, London, SE1 9GF.

BLAIR RAPS WAR CASES

TONY Blair last night condemned probes into alleged abuses by British troops in Iraq and Afghanistan.

The former Prime Minister said it was wrong for troops to go through the "ordeal" of a criminal probe.

A second investigation, Operation Northover, is looking at 550 claims of abuse in Afghanistan dating back to 2005.

Mr Blair, who ordered British troops to Iraq in 2003, said: "Our Forces gave extraordinary service and this type of investigation simply makes their job harder to do."

Documents revealed the Ministry of Defence is still facing 1,282 human rights claims over troop "violations" in Iraq, despite the law firm which brought the cases closing.

Corb win to trigger MP exodus

FIVE WHO COULD GO

STELLA CREASY
TRISTRAM HUNT
JOHN WOODCOCK
JONATHAN REYNOLDS
JAMIE REED

'JUNGLE TO SHUT' VOW

Aleppo blitz

SYRIAN state forces captured a rebel-held area on the edge of key city Aleppo yesterday.

It tightened their siege of neighbourhoods in opposition hands amid continuing airstrikes. At least 25 people were killed as jets pounded the east of Syria's largest city.

It came after diplomats failed to salvage a ceasefire.

THE "Jungle" migrant camp at Calais is to be shut down, French president Francois Hollande has confirmed. It will close by the end of the year and its 9,000 occupants sent to reception centres across France.

Mr Hollande said that the camp was "not acceptable" and "extremely difficult" for refugees fleeing war zones. He said his country must show it is "capable of being dignified, humane and responsible".

Half of the camp was dismantled in March but its population has since doubled. It comes as work has started on a UK-funded £19million wall at Calais aimed at preventing migrants from boarding lorries heading to the port.

CLUON-DUN MIATUR

London mayor Sadiq Khan joked yesterday that actor George Clooney should play him if a film about his life was made.

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OR MANCHESTER: sunmanchester@the-sun.co.uk

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Picture 4. Example of correction (25 September 2016)

Comparison between the page the articles were originally published on and the correction page shows that for the corrections in 2011 there are four instances that the correction was published on the same page as the original article, and two instances where it was published on a later page, one of which concerned a first-page correction. In the case of the rest the correction was published on an earlier page (table 2 and figure 1).

Correction number	Newspaper title	Year	Date of published correction	Original page number	Correction page
1	The Sun	2011	13-Jan	7	6
2	The Sun	2011	09-Mar	28	20
3	The Sun	2011	01-Apr	20	6
4	The Sun	2011	06-Apr	30	30
5	The Sun	2011	13-Apr	23	16
6	The Sun	2011	21-May	2	26
7	The Sun	2011	03-Jun	21	18
8	The Sun	2011	04-Jul	14	12
9	The Sun	2011	30-Aug	1	2
10	The Sun	2011	13-Sep	14	14
11	The Sun	2011	20-Sep	29	6
12	The Sun	2011	02-Nov	4	4
13	The Sun	2011	08-Nov	10	8
14	The Sun	2011	11-Nov	2	2

Table 2. Prominence: Original page and correction page (2011)

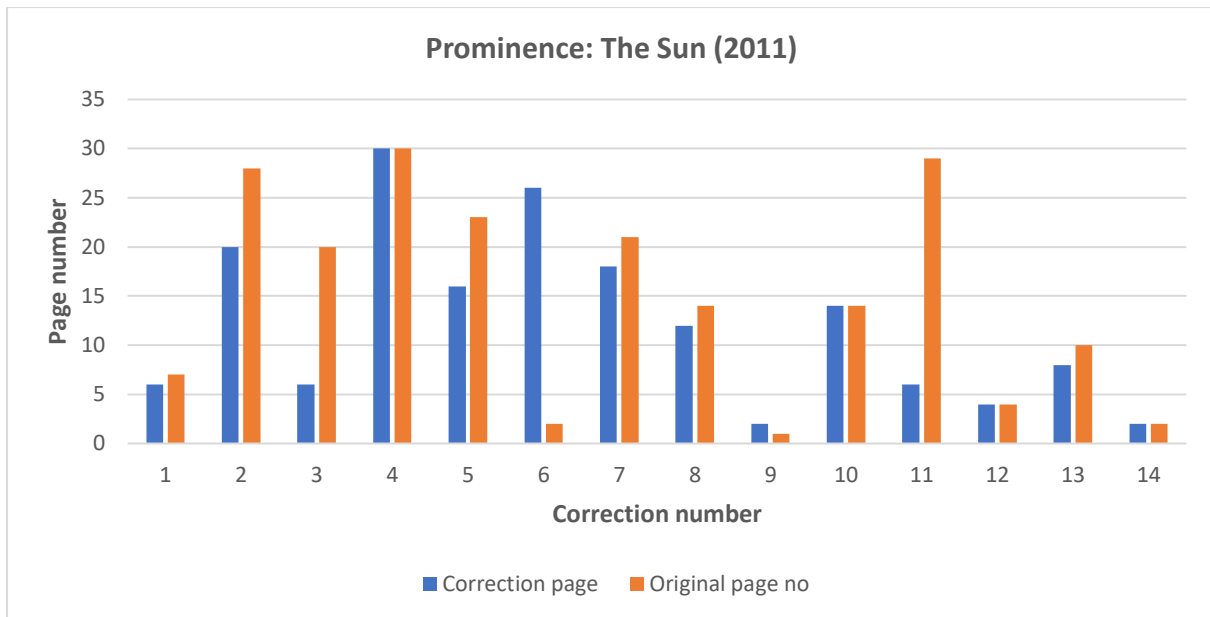


Figure 1. Prominence: Original page and correction page (2011)

In 2016, information about the pages on which the original article and the subsequent correction is available for 94% of corrections. Of those corrections for which information is available, two corrections were published on a later page than the original article. In both instances, the story was a front-page article. On one occasion, the correction followed an IPSO ruling, whereas on the other it was the result of a resolved complaint (table 3 - cited in Appendix 3, figure 2 below).

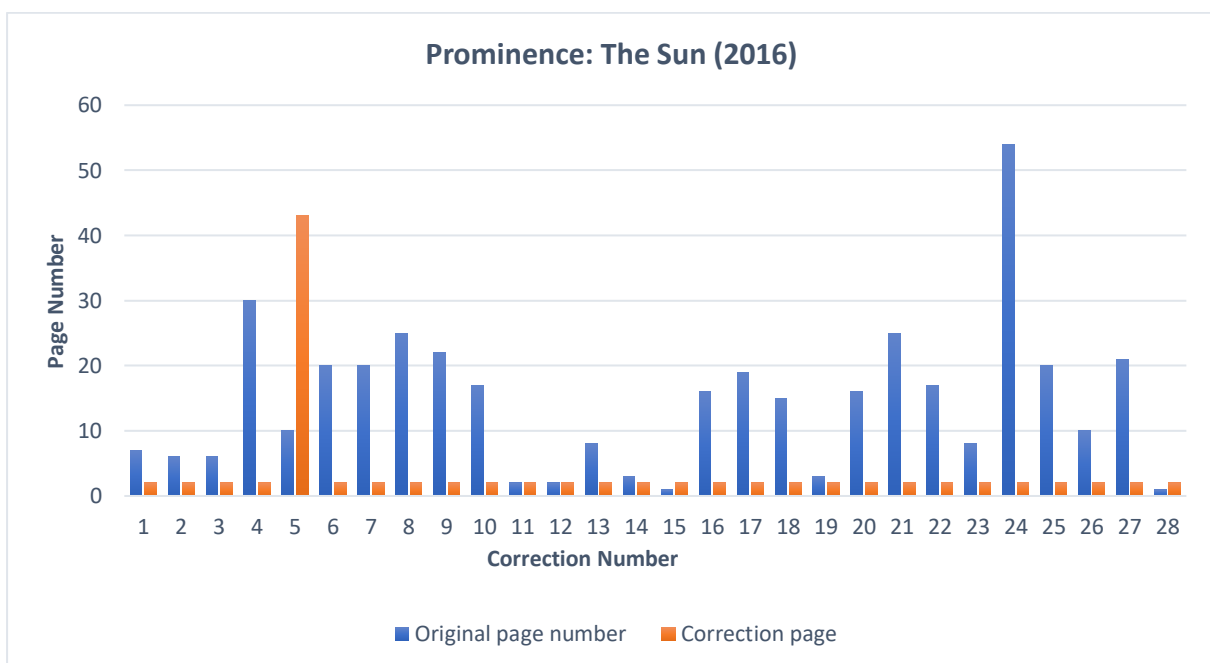


Figure 2. Prominence: Original page and correction page (2016)

Speed of corrections

In 2011, the speed of corrections varied from 24 to 126 days. As observed in table 4 (below), the majority of the corrections needed a longer timeframe to get published:

Correction number	Newspaper title	Year	Date of original publication	Date of published correction	Timeliness
1	The Sun	2011	20-Dec	13-Jan	24 days
2	The Sun	2011	06-Dec	09-Mar	93 days
3	The Sun	2011	04-Mar	01-Apr	28 days
4	The Sun	2011	28-Feb	06-Apr	37 days
5	The Sun	2011	12-Feb	13-Apr	59 days
6	The Sun	2011	11-Feb	21-May	99 days
7	The Sun	2011	15-Mar	03-Jun	80 days
8	The Sun	2011	08-Jun	04-Jul	26 days
9	The Sun	2011	26-Apr	30-Aug	126 days
10	The Sun	2011	05-Jul	13-Sep	70 days
11	The Sun	2011	19-Jul	20-Sep	63 days
12	The Sun	2011	16-Aug	02-Nov	78 days
13	The Sun	2011	09-Aug	08-Nov	91 days
14	The Sun	2011	18-Oct	11-Nov	24 days

Table 4. Speed of corrections (2011)

Information about when the original article and the correction was published was available for 32 corrections (out of 33) published in 2016. In 16 cases (highlighted in bold in table 5, below), the corrections were published more than 28 after the original article. Regarding the time-frame, the interviewee explained that the main goal is to resolve a complaint straightaway but also to make the appropriate checks first: ‘we try to resolve it immediately, but we also investigate. When a complaint comes in, we get memos from journalists, we get memos from the desk, so we find that what the complaint was saying balancing to what we know, and then if we feel that is a potential IPSO breach, we allow a page 2 clarification on some points. Sometimes they raise breaches that are not relevant, and we are trying to

explain. People don't understand the Code. We always try to resolve before it goes to IPSO, to their satisfaction and if they are asking too much, we ask them to refer to IPSO ourselves’.

Correction number	Newspaper title	Year	Date of original publication	Date of published correction	Timeliness
1	The Sun	2016	17-Jan	24-Jan	7 days
2	The Sun	2016	04-Feb	05-Feb	1 day
3	The Sun	2016	04-Feb	05-Feb	1 day
4	The Sun	2016	17-Feb	23-Feb	6 days
5	The Sun	2016	N/A	27-Feb	N/A
6	The Sun	2016	09-Jul 2015	01-Mar	235 days
7	The Sun	2016	26-Feb	03-Mar	5 days
8	The Sun	2016	07-Feb	09-Mar	32 days
9	The Sun	2016	27-Feb	22-Mar	23 days
10	The Sun	2016	07-Feb	27-Mar	38 days
10	The Sun	2016	20-Mar	03-Apr	14 days
12	The Sun	2016	06-Dec 2015	10-Apr	123 days
13	The Sun	2016	11-Apr	18-Apr	7 days
14	The Sun	2016	01-May	08-May	7 days
15	The Sun	2016	16-Jun	18-Jun	2 days
16	The Sun	2016	01-Jan	21-Jun (ruling)	172 days
17	The Sun	2016	04-Apr	23-Jun (resolution)	80 days
18	The Sun	2016	07-Jul	08-Jul	1 day
19	The Sun	2016	19-Sep 2015	17-Jul	300 days
20	The Sun	2016	28-Jul	29-Jul	1 day
21	The Sun	2016	11-Apr	01-Aug	112 days
22	The Sun	2016	23-Dec 2015	05-Aug	224 days
23	The Sun	2016	26-May	19-Aug (resolution)	84 days
24	The Sun	2016	14-Dec 2015	26-Aug (resolution)	255 days
25	The Sun	2016	18-Sep	25-Sep	7 days

26	The Sun	2016	22- Sep	15-Oct	23 days
27	The Sun	2016	03-Sep	26-Oct	53 days
28	The Sun	2016	24-Oct	27-Oct	3 days
29	The Sun	2016	19-Jun	30-Oct	133 days
30	The Sun	2016	19-May	05-Nov (ruling)	169 days
31	The Sun	2016	04-Sep	06-Nov	63 days
32	The Sun	2016	20-Aug	19-Nov (ruling)	91 days
33	The Sun	2016	11-Dec	18-Dec	7 days

Table 5. Speed of corrections (2016)

The figure below captures the speed of corrections for 2011 and 2016, and draws attention to those which followed IPSO's intervention (figure 3). The median highlights the difference between the two years: for 2011, it was 67 days, whereas for 2016 it was 23 days.

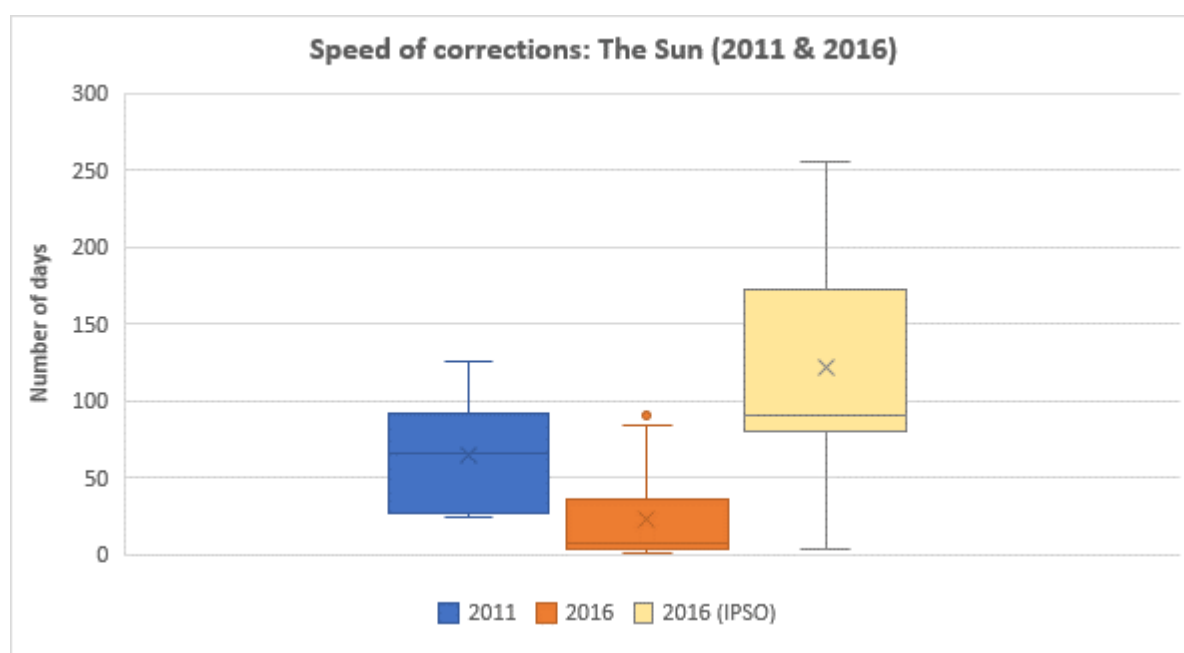
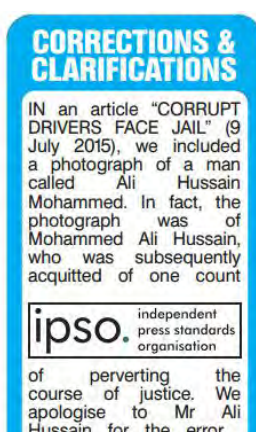


Figure 3. Speed of corrections (2016)

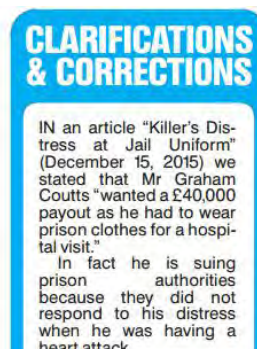
The thematic analysis of the corrections that present a high publication delay demonstrates that many of them concerned wrong allegations (pictures 5-7 below). Taking the 14 days review period into account, it becomes apparent that the newspaper published its corrections within a reasonable timeframe after the IPSO decision had been issued.



Picture 5. 1 March 2016



Picture 6. 17 July 2016



Picture 7. 26 August 2016

Adequacy of corrections

The Sun largely identified errors clearly and states the correct position. In one case however, the newspaper attempted to explain the error by referring to the fact that the story had been supplied by a news agency (picture 8).



Picture 8. 18 June 2016

In relation to indicators that exceed IPSO requirements the newspaper included the headline of the original article in 60% of the corrections, and its date in 85% of the corrections.

An apology was included in 45% of the corrections. The newspaper made different linguistic choices in its apologies: for instance, in the correction of 30 October The Sun also included a subheading, indicating that an apology would be offered, whereas in the correction of 25 September the publication only included the word 'apologies' at the very end of the

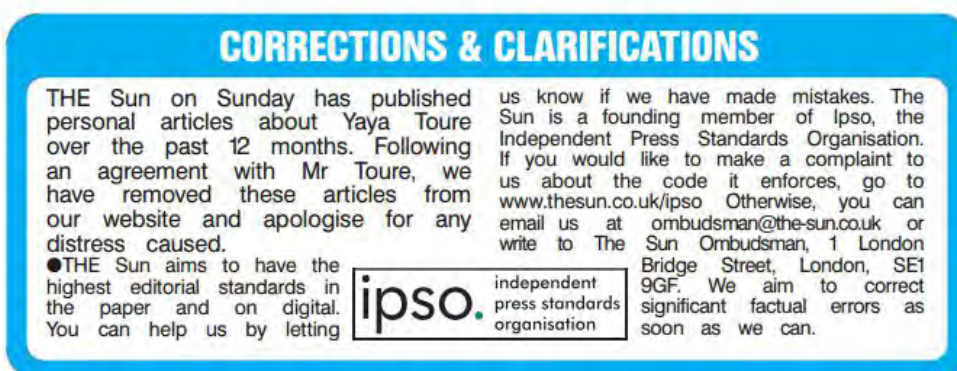
correction column (pictures 10-11). Finally, the example of 24 January concerns the removal of all personal articles related to an athlete from the newspaper's database and offers an apology for any distress caused (picture 12). This is not actually a correction, although it was published in The Sun's corrections column.



Picture 10. 25 September 2016



Picture 11. 30 October 2016



Picture 12. 24 January 2016

3.17. The Times

Prominence of corrections

The Times published 39 corrections in 2011 and 294 corrections in 2016 (see Appendix 3). This is the highest number of published corrections amongst the publications that are included in the research sample. There were two IPSO rulings against the publication in 2016. However, the newspaper had published the corrections before the IPSO decision was issued.¹⁸

As explained in the interview, while many newspapers are reluctant to do so, the paper runs as many as 500 corrections per year. An issue here is ‘what counts as a complaint’. The interviewee stated that ‘I think the 500 correction/year is a reasonable indication I think of the kind of the volume you are getting. Some of them would be quite small. The column is called clarification and corrections, so some are things we are clarifying not correcting. But it shows the volume we get. Lots of things are things that lots of papers might not even bother with, we have readers who like to catch us on things, and that's what they are complaining about, those things matter to them, but they are not actually breaches of the Code or anything like that (...) Those kinds of corrections take a disproportionate amount of time, they don't really come under the IPSO radar, because they don't really qualify as a significant inaccuracy that needs correction under the Code’.

Corrections that correct potential breaches of the Code are 80% about accuracy, although it was mentioned that ‘People often throw in clauses of the Code they haven't quite understood how they work or what they mean. Discrimination is often something that people throw in, but if we have a look on what the Code covers on discrimination, it doesn't prevent you from saying things that particular groups might not like’. Therefore, anything that is a significant inaccuracy gets a correction. Often, the paper prioritises corrections that have a legal dimension, or errors that may be ‘non-defamatory but significant factual errors’ that involve people. As the interviewee put it, ‘So much is not about correcting, is about ensuring that you've represented people's position, and you can often add a further statement online, or

¹⁸ The related rulings mention that ‘the newspaper had promptly published a sufficiently prominent clarification’ and ‘the newspaper had promptly published a correction in print’ respectively (<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=09296-15> and <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=02749-16>)

something and if necessary publish it or put a clarification stating their position. Anything that would warrant an apology is what you give priority really, which could be anything that has done some damage to somebody.'

In addition, the newspaper has an extra column that deals with corrections in an indirect way. As the interviewee explained 'one of the things that the feedback editor is doing every week is to write a column in the paper in which she deals with quite a lot of the things that annoyed or engaged readers, but that probably wouldn't want a proper, formal correction. She explains what we got wrong, and what people said about us getting it wrong. It's an entertaining column, but it does actually cover them in quite serious ground and again it can account for a significant percentage of complaints'.

In 2011, corrections were published on different pages, spread across the newspaper. In 2016, corrections always appeared in a dedicated column on the letters page, in the central comment section of the paper, the page number of which varied between page 22 and page 36, depending on the size of the paper. As far as the presentation of corrections is concerned, in 2011 the area only included a headline ('Clarification') in light blue colour, matching some other elements on the page (picture 1). In 2016, the visual presentation remained inconspicuous. However, the publication changed the colouring of the headline (which was renamed as 'Corrections and clarifications') to red (picture 2), and positioned the corrections' area on the left-hand side. The rest of the elements on the page were coloured differently. As a result, the newspaper's corrections area became more visible. For the interviewee, this is particularly important. As was stated in the interview, 'it's a great advantage to have a daily corrections and clarification column in the newspaper, which runs every single day on the letters page, which is an important and well-read page. And this was before IPSO. This was under the PCC, towards the end of PCC. If there are no corrections, then it carries the policy, and telling people how to complaint and say we abide by the IPSO Code and regulated by IPSO, but it's our corrections, any corrections we'll put them in.'

Leading articles



The Population Bomb

Human beings have always adapted to a rapidly growing population. There is no reason why human ingenuity should not be up to the task again

The world population is almost always described as a bomb that is about to go off. The most serious example was Paul Erlich's book *The Population Bomb* in which the first three sections were entitled *Too Many People, Too Little Food* and *A Dying Planet*.

This is an old concern. In 1798, when there were fewer than a billion people in the world, Thomas Malthus published his famous *Essay On Population* in which he was convinced that "the period when the number of men surpass their means of subsistence has long since arrived". We report today (see pages 8-11) that the world population has now grown seven times since Malthus's original prediction of apocalypse and the occasion will, no doubt, be marked by concerns that this time, the world will not be able to feed itself.

The past century has seen a rapid quickening of population growth. It took the world population millions of years to reach the first billion but only 123 years to get to the second billion, 35 years to get to the third and only 27 years to get from there to the fifth. The sixth and seventh billions have taken just 12 years each. As medicine has improved around the world, and the quality of food improved out of all recognition in the world's successive agricultural revolutions, life expectancy

has grown. A British boy born in 1800 could expect only to live into his early forties. Now he can expect almost twice as long a life. This evident good news, which is spreading around the globe, brings with it many concerns about the battle over scarce resources, such as water. There are already 1 billion people in the world who have no access to clean water or electricity. There are 2.5 billion who have no effective sanitation.

The present concerns are made all the more worrying because it is the poor parts of the world that are growing fastest. Ninety per cent of population growth is taking place in developing countries in Africa and Asia which raises the prospect, in the minds of the alarmed, that destitution caused by population growth in the third world will show itself in demands on immigration into developed countries. The fear can incite authoritarian solutions such as compulsory state birth-control policies.

In fact, the answer to the fears about population growth are essentially the same now as they were in the last years of the 18th century. Three years before Malthus wrote, the French mathematician and social scientist, Condorcet, predicted that the problem of population growth would be solved by

reasoned human action. Increases in productivity and better education of the people would change behaviour and allow the world to sustain a greatly enlarged population.

This is, indeed, what has happened. Economic and social development has been accompanied by big reductions in birth rates and the emergence of smaller families as the norm. As Europe and North America underwent industrialisation, this was the pattern they experienced. The period of greatest population growth coincided with the greatest recorded growth in living standards.

This is why economic growth remains the key to the population debate. The other great intellectual ferment of the latter years of the 18th century was the argument about the merits of free trade, given its most eloquent expression in Adam Smith's *The Wealth Of Nations*. It is still true that trade between free nations is the best way of ensuring that the ingenuity of enterprising human beings is harnessed for a growing population. Where there are shortages, they are caused by the poor having inadequate entitlement to food, not by an overall shortage of food.

The fact that Malthus has always been wrong before does not, in itself, mean he must be wrong again. But we have it in our power to make him so.

INSIDE YOUR TIMES TODAY

Frank Skinner

The things I won't tell jokes about
Saturday review



Older mothers

The truth about babies in mid-life
Magazine



EuroMillions

Last night's draw: 18, 26, 34, 38, 42; Lucky Stars 5, 8. Millionaire Raffle: DQJ 905449. The Thunderball draw: 3, 7, 24, 30, 33. Thunderball 4.

Clarification

Mr Chris Walter has asked us to make clear that his son Henry, 4, who was pictured beneath the headline "Into the lion's den with the 'child cagefighters'" (report, Sept 24), is not training in combat or training to be a cagefighter but was attending a Lion Cubs preschool development session at the Lion's Den gym in Exmouth when photographed.

BBC

Picture 1. Example of correction (08 October 2011)

South Petherton, Somerset

Corrections and clarifications

- A news story (Scotland, Oct 20) was incorrectly edited to say that Sean Connery's Spanish lawyers were jailed for fraud. Following their conviction for tax crimes the lawyers have been given lengthy custodial sentences but pending the appeal process they are not in jail. We are happy to make this clear.
- The hostage-taking and rescue in Iraq which SAS veteran Colin MacLachlan claims to have survived took place in 2005. We mistakenly wrote 2003 in the first mention (News, Oct 21), though correctly identified it as 2005 in the rest of the story. The error was introduced in the editing.

The Times takes complaints about editorial content seriously. We are committed to abiding by the Independent Press Standards Organisation ("IPSO") rules and regulations and the Editors' Code of Practice that IPSO enforces. Requests for corrections or clarifications should be sent by email to feedback@thetimes.co.uk or by post to Feedback, The Times, 1 London Bridge Street, London SE1 9GF

2020 plans to cap care costs at £72,000, but will this ever actually happen? By making care tax-deductible, the

Justice Open" (Oct 19) you state that crown prosecution service guidelines require prosecutors neither to

in my road.
LESLEY RUSSELL
Kingston upon Thames

unique ID: the MasterMap topographic identifier (or TOID). This is accurate to about one metre of the centre of his property. He just needs to persuade companies that provide GPS location services to use the Ordnance Survey TOID rather than the Royal Mail postcode.
JON SUMMERS
Petton, Devon

A is for able

Sir, Janice Turner (Notebook, Oct 20) wonders about alternatives to the Nato phonetic alphabet — Alpha, Bravo Charlie etc. How about the one used by all our Forces during the war? It's so simple that I can still remember it, so here goes... Able, Baker, Charlie, Dog, Easy, Fox, George, How, Item, Jig, King, Love, Mike, Nan, Oboe, Peter, Queen, Roger, Sugar, Tare, Uncle, Victor, William, X-ray, Yoke, Zebra.
RAY LUCAS
Timmerley, Cheshire

Sir, My version includes A for aesthetic, E for eulogy, G for gnat, L for Llanelli, O for oestrogen, P for pneumatic and (my favourite) M for mnemonic.
CHRISTOPHER STONEHILL
London SW16

1914 THE FIRST WORLD WAR 1918

ON THIS DAY OCTOBER 22, 1916

MIDDLE WEST ELECTION EXCITEMENT

From our Washington correspondent, Indianapolis. One has to come to the Middle West to realize the heat of the present Presidential campaign. The recognition that Illinois and Indiana may easily decide this election and the impossibility of saying which way they will go have produced intense activity. Mr Wilson, Mr Hughes, and Mr Roosevelt have crossed each other's tracks within 10 miles of here during

the last week. Minor lights, from Cabinet Ministers downwards, are holding forth in every townlet, and wayside stations are permanently decorated with bunting against the chance arrival of a celebrity. Another proof of the importance of the Middle West is that both Vice-Presidential candidates come from Indianapolis. In this state another is the perfection of the local party organizations, especially the Republican. The Republican headquarters here are extraordinary. They have bureaux to deal with everybody, from undergraduates to immigrants, from commercial travellers to "dissatisfied Democrats". The Democrats are characteristically relying more upon speeches and the written word. Their speechmakers are everywhere, their pamphlets flutter in from all sides. Their methods of argument are more downright than those employed for nationwide consumption. Thus Mr McAdoo, the Secretary of the Treasury, actually stated near here last night that it was notorious that Mr Roosevelt and Mr Hughes

wanted to get the country into war. In Illinois, where women vote, the war bogey is being dressed up for their special edification. One finds, wherever there is a German vote, that in spite of their attack upon Mr Hughes as a pro-German candidate, the Democrats are doing their best to win this vote. The argument is that Mr Roosevelt would run Mr Hughes and that together they would make things hot for Germany. There can be no doubt that Mr Wilson's line is well chosen. The appeal of "peace and prosperity" is very strong. Mr Wilson's speeches, like those of Mr Hughes, are deemed weak, and those of Mr Roosevelt sensational. Nevertheless, the Republicans are not downhearted. They hope that the effect of their organizations appeal to old party ties and, in some cases, local State issues, will pull them through.

SIGN UP FOR A WEEKLY EMAIL
WITH EXTRACTS FROM
THE TIMES HISTORY OF THE WAR
WWW.THETIMES.CO.UK

Picture 2. Example of correction (22 October 2016)

Prominence, which is measured by the original publication page in comparison with the correction page shows that in 2011 many corrections were published on an earlier page apart from seven occasions (table 1 and figure 2), which are indicated in bold in the table below. Information about the page on which the original article was published is available for 37 corrections from 2011. 30 corrections were published on an earlier page than the original

article, whilst seven corrections were published on a later page (table 1 and figure 2), and are indicated in bold in the table below.

Correction number	Newspaper title	Year	Date of published correction	Original page number	Correction page
1	The Times	2011	13-Jan	104	69
2	The Times	2011	13-Jan	26	31
3	The Times	2011	26 Jan	12	13
4	The Times	2011	08 Feb	51	51
5	The Times	2011	23-Feb	N/A	17
6	The Times	2011	03 Mar	58	65
7	The Times	2011	04-Mar	11	4
8	The Times	2011	05-Mar	6	2
9	The Times	2011	10 Mar	11	4
10	The Times	2011	31 Mar	12	4
11	The Times	2011	31 Mar	N/A	2
12	The Times	2011	1 Apr	2	4
13	The Times	2011	2 Apr	12	41
14	The Times	2011	21 Apr	8	13
15	The Times	2011	29 Apr	27	23
16	The Times	2011	25 May	15	13
17	The Times	2011	03 Jun	15	4
18	The Times	2011	07 Jun	20	4
19	The Times	2011	09-Jun	37	4
20	The Times	2011	18 Jun	17	2
21	The Times	2011	25-Jun	63	64
22	The Times	2011	09 Jul	6	2
23	The Times	2011	04 Aug	13	4
24	The Times	2011	11 Aug	42	35
25	The Times	2011	17 Aug	12	7
26	The Times	2011	18-Aug	10	4

27	The Times	2011	31 Aug	8	7
28	The Times	2011	03 Sep	15	9
29	The Times	2011	07 Sep	26	12
30	The Times	2011	12 Sep	3	17
31	The Times	2011	08-Oct	31	2
32	The Times	2011	13 Oct	9	2
33	The Times	2011	17 Oct	47	2
34	The Times	2011	27-Oct	7	4
35	The Times	2011	28 Oct	9	2
36	The Times	2011	09-Nov	15	2
37	The Times	2011	06 Dec	114	58
38	The Times	2011	07 Dec	1	2
39	The Times	2011	16 Dec	9	2

Table 1. Prominence: Original page and correction page (2011)

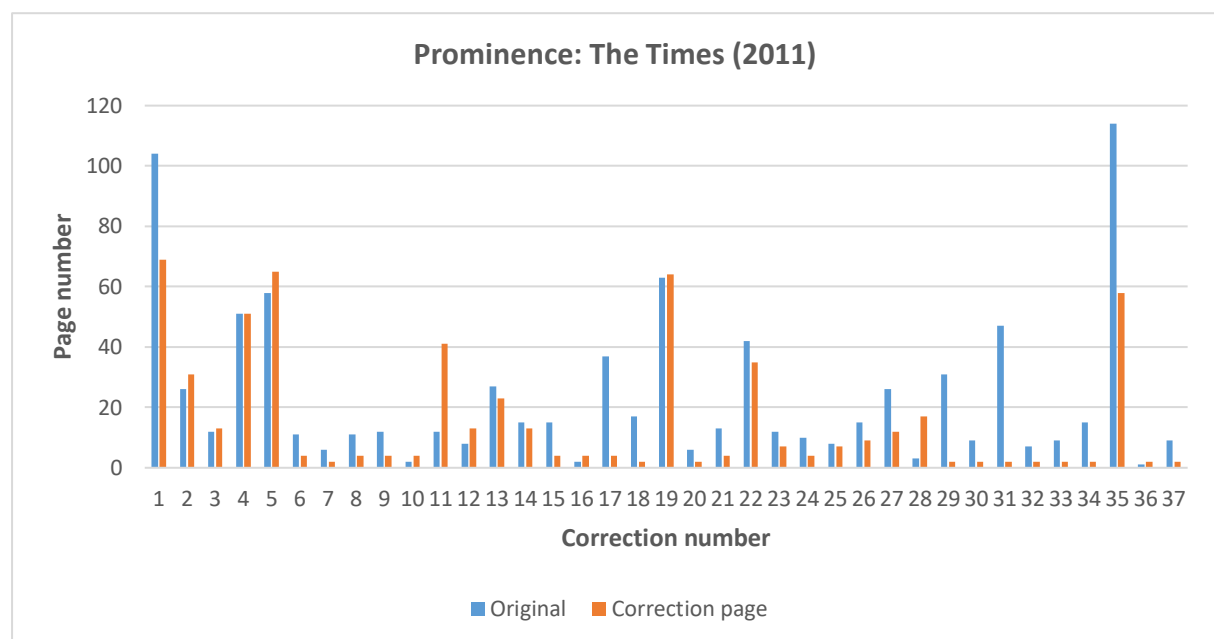


Figure 2. Prominence: Original page and correction page (2011)

In 2016, 206 out of the 294 corrections were published on a later page (see Appendix 3). In 19 cases, this concerned a story that was published on the front-page. Referring to front-page stories, the interviewee mentioned that ‘due prominence’ does not mean ‘equal prominence’ and that IPSO takes a sensible approach to that. Having said that, the paper has published a

front-page correction without receiving a complaint, simply because it was a significant numerical error and it was felt that it was important for the paper's readers that they put it right.

Speed of corrections

In 2011, corrections were published within a time-period of between 1 and 128 days (table 2 and figure 3).

Correction number	Newspaper title	Year	Date of original publication	Date of published correction	Timeliness
1	The Times	2011	10-Sep-10	13-Jan	125
2	The Times	2011	12-Jan	13-Jan	1
3	The Times	2011	24-Jan	26-Jan	2
4	The Times	2011	01-Feb	08-Feb	7
5	The Times	2011	N/A	23-Feb	N/A
6	The Times	2011	02-Mar	03-Mar	1
7	The Times	2011	02-Mar	04-Mar	2
8	The Times	2011	04-Mar	05-Mar	1
9	The Times	2011	09-Mar	10-Mar	1
10	The Times	2011	29-Feb	31-Mar	31
11	The Times	2011	28-Feb	31-Mar	32
12	The Times	2011	31-Mar	01-Apr	1
13	The Times	2011	29-Feb	02-Apr	33
14	The Times	2011	19-Apr	21-Apr	2
15	The Times	2011	28-Apr	29-Apr	1
16	The Times	2011	23-May	25-May	2
17	The Times	2011	02-Jun	03-Jun	1
18	The Times	2011	04-Jun	07-Jun	3
19	The Times	2011	21-Apr	09-Jun	49
20	The Times	2011	17-Jun	18-Jun	1

21	The Times	2011	19-Feb	25-Jun	128
22	The Times	2011	18-Jun	09-Jul	21
23	The Times	2011	03-Aug	04-Aug	1
24	The Times	2011	10-Aug	11-Aug	1
25	The Times	2011	13-Aug	17-Aug	4
26	The Times	2011	30-Jul	18-Aug	19
27	The Times	2011	25-Aug	31-Aug	6
28	The Times	2011	31-Aug	03-Sep	3
29	The Times	2011	05-Sep	07-Sep	2
30	The Times	2011	08-Sep	12-Sep	4
31	The Times	2011	24-Sep	08-Oct	14
32	The Times	2011	12-Oct	13-Oct	1
33	The Times	2011	12-Oct	17-Oct	5
34	The Times	2011	25-Oct	27-Oct	2
35	The Times	2011	27-Oct	28-Oct	1
36	The Times	2011	08-Nov	09-Nov	1
37	The Times	2011	03-Dec	06-Dec	3
38	The Times	2011	23-Nov	07-Dec	14
39	The Times	2011	28-Nov	16-Dec	12

Table 2. Speed of corrections (2011)

In 2016, The Times published the majority of their corrections within a short time frame: 252 corrections (85%) were published within a week. According to the interviewee, the process in the newspaper is quite fast, as the senior editor is responsible for handling complaints. Complaints handling by people who are fully integrated into the editorial process is seen to bring ‘huge advantages’ as ‘it’s a much quicker and more straightforward and less bureaucratic system’. Also, entrusting complaints handling to a person with a senior position in the paper, guarantees less negotiation, thus accelerating decision-making processes.

There are some exceptional cases, in which the newspaper required more time, as shown in the table below. There are 16 complaints from 2016 where there was a delay of greater than 28 days between the publication of the original report and the publication of the correction.

Half of those complaints relate to legal matters (picture 3), whilst others relate to delays in receiving the complaint or attempts to resolve more complex issues (pictures 4 and 5).

With reference to the speed of corrections, the interviewee commented that this is a tricky point ‘an oddity in the regulations’, because if the paper is going to resolve the complaint, it will not need 28 days. An extended timeframe is necessary when the newspaper does not agree with the complaint, and as it was explained ‘often there is a huge number of complaints that come from kind of interest groups that they have matters of opinion in contentious areas, from climate change to anything really. There are huge organised lobbies on all subjects and individuals with really strong views. And you get complaints from them. And these complaints may contain, they might have got you in a single point of accuracy, in which we'd offer a correction. But it's not uncommon that these complaints come in with another set of points attached, which are all much more contentious. And because of these points, they don't want to resolve it.’ This situation leads to complaints that cannot be resolved within 28 days, because as the respondent adds ‘what they wanted and what we were prepared to give were different, and it's not that we needed persuading. We don't have any great interest of making things go away in that sense, if we think we are right, it is quite important.’

The table below includes all corrections which were published after more than 28 days. This amounts to 4% of all corrections The Times published in 2016.

Correction number	Newspaper title	Year	Date of original publication	Date of published correction	Timeliness
21	The Times	2016	11-Dec	22-Jan	42 days
45	The Times	2016	05-Jan	12-Feb	38 days
54	The Times	2016	03-Mar	19-Feb	353 days
110	The Times	2016	15-Dec	07-May	143 days
131	The Times	2016	02-May	30-May	28 days
174	The Times	2016	05-May	28-Jul	84 days
180	The Times	2016	23-Jun	02-Aug	40 days
187	The Times	2016	05-May	10-Aug	67 days
198	The Times	2016	16-May	22-Aug	68 days
256	The Times	2016	05-Oct	03-Nov	29 days

260	The Times	2016	24-Feb-14	05-Nov	984 days
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Table 3. Speed of corrections (2016)

The median for 2011 was 2 days, and for 2016, it was 2 days.

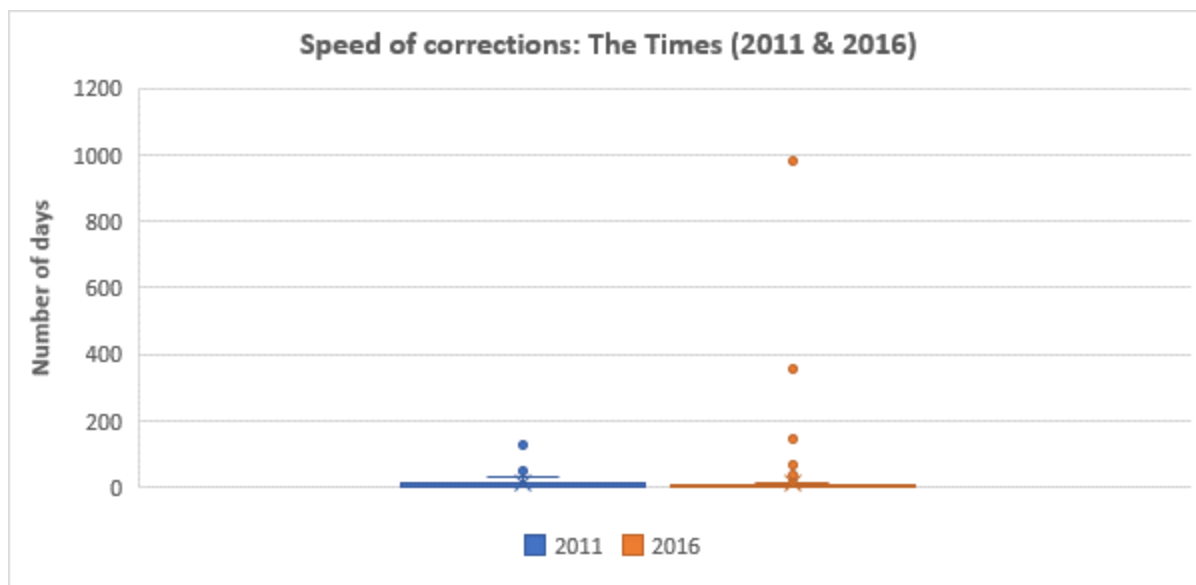


Figure 3. Speed of corrections (2011 & 2016)

Corrections and clarifications

● An article about Albert Roux's marriage breakdown ("Albert Roux discovers new spice in his life", News, Feb 24, 2014) was illustrated with a photograph purporting to be of Nataliya Lutsyshyna, who had worked for Mr Roux in one of his restaurants. It was, in fact, of a woman with the same name who is unconnected to Mr Roux and works in the financial sector. We apologise for any embarrassment caused by the error.

Picture 3. 05 November 2016

Corrections and clarifications

● On March 3, 2015, we reported a claim attributed to a Kuwaiti security source that in the course of questioning Jasem Emwazi had admitted that he and his wife Ghanema had recognised their son Mohammed as Jihadi John in August 2014 and had failed to inform the authorities. Mr Emwazi has subsequently denied making such an admission and we now accept that they were unaware that their son was Jihadi John prior to his exposure in February 2015. We apologise to both of them.

Picture 4. 19 February 2016

Corrections and clarifications

● A diary item ("Blair's Baubles", TMS, Dec 15, 2015) reported that on learning Gordon Brown had ordered Christmas baubles in the shape of 10 Downing Street, Cherie Blair had called the manufacturer secretly to enquire about buying some of the baubles herself and bragged about having lived in Downing Street. Mrs Blair has informed us she made no such call and that it was actually an employee of the family.

Picture 5. 07 May 2016

Adequacy of corrections

In the vast majority of corrections, the newspaper identified the error clearly and also offered sufficient information about the correct position. There are, however, a few instances in which the inaccuracy was not clearly identified and/or in which further corrective information was arguably needed to corroborate the corrections and provide the full picture (pictures 8-10). In the first of these cases the correction identified the inaccuracy without actually giving AQA's explanation as to how the papers had been wrongly marked. In the second of these cases the true reason for the amalgamation was not provided. In the third case the inaccuracy concerning Mr Renshaw presumably concerned the forum in which he made remarks that triggered a criminal investigation, but this was not clearly stated.

Corrections and clarifications

● We reported (News in brief, early editions, Feb 8) that the AQA exam board "refused to explain" how A-level English language papers had been wrongly marked. This was incorrect and we apologise for the error.

Picture 8. 9 February 2016

● We stated (Magazine, Apr 16) that the amalgamation of two Bristol schools, Redland High School for Girls and the Red Maids' School, was due to falling pupil numbers. This was incorrect.

Picture 9. 21 April 2016

Corrections and clarifications

● The criminal investigation into Jack Renshaw, of the neo-Nazi group, National Action (News, Nov 28), relates to remarks he made earlier this year at the Yorkshire Forum, a clandestine gathering of far-right nationalists. The Crown Prosecution Service is separately considering evidence concerning comments made by Mr Renshaw at a rally in Blackpool.

Picture 10. 29 November 2016

Another trend observed in 2016 is that the newspaper sporadically referred to ‘editing errors’ to explain that the error was not made by the original journalist but arose in the publishing process (pictures 11 and 12).

● Owing to an editing error we referred to Steve Barry as “the Association of Chief Police Officers’ lead on drones” (News, Jan 5). ACPO has been replaced by the National Police Chiefs’ Council.

Picture 11. 06 January 2016

● In a report on teenagers from poor families applying to Oxford (News, Jan 12), an editing error resulted in a remark about “the entrance exam” being attributed to the university’s head of admissions. There is no entrance exam for Oxford.

Picture 12. 13 January 2016

As also shown for other newspapers in the sample, the publication occasionally attempted to distance itself from errors, either by referring to the inclusion of the correct position in a different part of the newspaper (pictures 13 and 14), or by demonstrating that care was taken to rely on credible sources (pictures 15-16).

Corrections and clarifications

● The hostage-taking and rescue in Iraq which SAS veteran Colin Maclachlan claims to have survived took place in 2005. We mistakenly wrote 2003 in the first mention (News, Oct 21), though correctly identified it as 2005 in the rest of the story. The error was introduced in the editing.

Picture 13. 22 October 2016

● In reporting official employment statistics, we said in a headline that “95 per cent of new workers are foreigners” (News, Nov 17). As our accompanying report explained, the figures from the Office for National Statistics show the change in the number of people in work rather than the number of new workers, while the figure for workers born overseas includes some who are British citizens. We are happy to clarify.

Picture 14. 02 December 2016

Corrections and clarifications

● We reported that Baroness D’Souza, the Lord Speaker, claimed more than £700 for keeping her chauffeur waiting during an event at Windsor Castle (News, Dec 23 and Jan 16). This was based on information provided by the House of Lords in a Freedom of Information release. We have since been told that the information was incorrect and that Baroness D’Souza did not make the trip to Windsor or charge expenses for it. We are happy to put this on the record.

Picture 15. 19 January 2016

Corrections and clarifications

● The figure we reported of £233,000 for bank charges incurred by the Metropolitan police federation joint executive committee was incorrectly supplied to us by the Home Office (News, May 18). The charges in fact were £311 for 2014 and £600 for 2015.

Picture 16. 19 May 2016

Moving beyond the IPSO requirements, in 2011, none of the corrections offered an apology. In 2016, 25% of the corrections included an apology.

In the cases in which an apology was offered the types of corrections vary, and apologies are included ‘where appropriate’ as required by the Code (pictures 17 and 18). Occasionally, the newspaper offered a long apology, and also underlined this by using the term ‘apology’ in a subheading (picture 17 and 18). This would only be done as part of the negotiated resolution of a legal complaint. Whether an apology is appropriate is determined at The Times on the basis of the damage that has been done.

Corrections and clarifications

● Recent articles about researchers into e-cigarettes and their financial links with the tobacco industry (“Tobacco giants fund vaping studies” and “Scientists wooed in charm offensive”, News, Oct 12) stated that Clive Bates, former head of Action on Smoking and Health, was among those attending an industry-sponsored tobacco forum in Brussels last month. It was incorrectly suggested that Mr Bates was “making a packet” from tobacco companies. We accept that Mr Bates paid his own travel and accommodation costs and does not receive any funding from tobacco or other nicotine companies. We also accept that he made no contribution to the Nutt review. We incorrectly stated that Mr Bates had “likened criticism of academics receiving funding from tobacco companies to ‘McCarthyism’”; he was, in fact, referring to a campaign urging academics not to attend the Brussels conference. We apologise for the errors and for any embarrassment caused.

Picture 17. 21 October 2016

Corrections and clarifications

APOLOGY

We recently published articles and a leader about scientists and public health experts and their alleged financial links with the tobacco industry (“Tobacco giants fund vaping studies”, “Scientists wooed in charm offensive” and “Smoke in their eyes”, October 12). The experts mentioned in our report, Professor David Nutt of Imperial College London, Professor David Swenor of the Faculty of Law and Centre for Health Law, Policy & Ethics at the University of Ottawa, Professor Karl Fagerstrom who created the Fagerstrom Test for Cigarette Dependency, Professor Riccardo Polosa, Director of the Institute for Internal Medicine and Clinical Immunology at the University of Catania, and Clive Bates, former executive director of Action on Smoking and Health, are internationally respected for their longstanding global work to reduce smoking, and their work on the issue of nicotine harm reduction. Our report and a panel headed “Academics making a packet” implied that these experts had received funding for research into e-cigarettes. We accept that this was wrong and that their work has not been tainted by the influence of tobacco industry funding. We apologise for our errors and omissions and for the embarrassment caused.

Picture 18. 04 November 2016

In 2011 the number of words the newspaper dedicated to its corrections varied from 36 to 67 words, with an average of 54 words. In 2016, the examination of a 10% representative sample shows that the average number was 44 words, and the range varied from 19 to 159 words.

4. Reflection Points

4.1 The situation pre-IPSO

A number of newspapers had a less formalised complaints' handling process pre-IPSO. One interviewee said that 'under the PCC we did not have a centralised complaints process.' In a similar vein, another interviewee added that:

'Prior to IPSO, officially the managing editor would have dealt with them, but you know, it was a lot more laissez-faire attitude to it then (...) A lot of complaints snowballed because they were ignored in the past and that is something we are adamant isn't allowed to happen anymore. So previously it would have been the managing editor, but it would have been far less focused on complaints dealing than it is now.'

Likewise, another respondent said:

'We are better at dealing with complaints than we used to be, but that doesn't mean we weren't relatively less effective previously but I would definitely say we are more effective now (...) before it was more ad-hoc, so people were able to contact us like before, like coming into one of offices, telephoning us, or emailing us and it was more of an ad-hoc way of appealing, so it would usually be escalated to the point where the complaint would be dealt with, but sometimes it wouldn't be as effective as it is now'.

On the other hand, one of the interviewees opined that:

'Personally, I don't think that PCC was softer, I think it was more effective in some ways, or as effective, was more effective as more straightforward in resolving complaints, because that was what it was trying to do.'

A specific PCC practice that was mentioned favourably by some interviewees was 'sufficient remedial action'. In the words of a respondent,

'under the PCC, if you came to me with a complaint and I offered you a perfectly good correction straight away, and you didn't accept it, and you went forward to adjudicate it, they looked at the paperwork and said "yes there was a problem, but the paper

offered a perfectly good correction straight away”. And they called it “sufficient remedial action”.

Another interviewee characterised the removal of this policy as a flaw, given that under ‘sufficient remedial action’ ‘if you have done everything that is reasonable to resolve the complaint, like immediately correct it or offer an apology, you wouldn't have an upheld complaint against you’.

Likewise, another interviewee said that:

‘If you came to PCC with a grievance, it would essentially mediate it, it would try to get something that it would satisfy you with something that we were prepared to give, and I think that resulted in quite a satisfactory outcome of all parties,’ going on to add that, ‘I just think that sometimes things could have been resolved quicker through more active mediation. It's quite hard to mediate if you also regulate, that's my point. They are not identical functions’.

While this report does not purport to conclude on the PCC's strengths and weaknesses, the comments obtained through the interviews suggest that, overall, there are more organised complaints handling processes in place, but also a greater awareness of editorial standards now compared to the time before IPSO. The observations concerning the removal of the ‘effective remedial action’ approach are in line with the general impression gained from the interviews that IPSO is perceived as a tougher regulator that is, in the words of a respondent, ‘determined to put distance [between] itself and us’, even if at a certain cost in terms of simplicity. These points will be elaborated further in the following section.

4.2 IPSO's impact on complaints handling

4.2.1. A centralised system

Post-IPSO, many of the newspapers involved in this study have developed a more centralised system and confront the complaints in a much more organised way. Their approaches differ: some newspapers have compiled a team (e.g. The Daily Telegraph and the Daily Mail), whereas others assign the complaints handling task to a managing editor and to a feedback

editor for the more routine cases (e.g. The Times). Newspapers rather than IPSO are now regularly the first point of contact. While there are cases, as for instance The Times or The Scotsman, that largely kept their previous structure, this 'move of responsibility' - if compared to the situation under the PCC – often led to the introduction of new roles: The Daily Telegraph appointed a person to lead a team of three people that are responsible for the new central complaints handling function; the Daily Mail expanded their team to four people, including a reader's editor who is responsible for making decisions on the corrections; and the Eastern Daily Press appointed a senior person 'which means more attention is paid to complaint, which hopefully means better service to public who have a complaint against anything we've published'.

This expansion of complaints staff was explained as being related to the expansion of the complaints related administrative work the newspapers now have to handle. One of the respondents mentioned that 'we are now carrying and paying for much bigger team', while the majority of them referred to the 'time-consuming' aspect of the new processes. All respondents referred to the 'background work' needed in order to keep an informed and organised archive, and to log all complaints received.

However, the first above-mentioned respondent later added that the overall impact is positive as the paper now has a 'much more structured system'. Likewise, two other respondents echoed the idea that their processes had improved, for example:

'I can tell you though that we certainly make it easier to make complaints now or sort of give more guidance on how to do it and in terms of effectiveness, it's very time consuming, particularly with complaints that are so fairly baseless or factitious, but on a whole, the whole process has improved our journalistic rigour (...) We are far more proactive in dealing with complaints. We take complaints a lot more seriously'.

4.2.2 Frequent team meetings

An important point, mentioned by all respondents, concerns the frequent complaints handling meetings conducted by all publications. In some cases, these are also extended to members of the legal department. They are considered to be extremely necessary so as to

keep track of the complaints handling process and the resolution of complaints - to ensure that 'nothing can slip through the cracks'.

Regardless of variations in the frequency and consistency of these meetings, their purpose is to share complaints raised and lessons to be learnt with the journalists concerned (e.g. The Daily Telegraph, Daily Mail, The Times), or with the broader editorial team (e.g. Johnston Press, Archant Press). For example, a respondent mentioned that 'whenever we have a problem we send a memo to the relevant people about what went wrong, or if it is an adjudication against us we will send this around, saying we've been adjudicated, this is what we want to be careful about next time. It's an important part so that everyone is aware of what the standards are'. Likewise, the respondent from The Daily Telegraph mentioned that:

'I feed back to the journalists quite regularly, so either I get instant feedback on particular complaints anyway directly, but also I communicate, I do a monthly bulletin, of all our errors, things we have got wrong, or other people got wrong, IPSO adjudications that they are significant (even if they don't involve us), I put that all together, in a sort of bulletin, that everybody gets. And selected people from every desk are required to come in once a month, and we go through it, and we chat about it. They are constantly updated and try to learn'.

A similar approach is held by The Times which sends an occasional bulletin to staff, mentioning important points that their journalists need to be aware of.

4.2.3 Training

Another significant observation concerns the introduction of editorial standards training post-IPSO. Some publishers, including The Daily Mail and The Daily Telegraph, hold training sessions for their employees, both recent and long serving, to explain the Code and to present past case studies and examples of adjudications. Regular refresher sessions aim to ensure that past mistakes are not repeated.

4.2.4 Impact on speed and prominence of corrections

It became apparent from the discussions with the interviewees that the centralisation and professionalisation of complaint handling under IPSO has contributed to the speedier resolution of complaints. One respondent commented that:

‘I like the fact that we now have a structured complaint process. I like the way IPSO operates. I like the complaints process once IPSO becomes involved, because we have a time-frame to try to resolve it. I think it is an effective process and better than (PCC) press complaints commission.’

Another responded echoed this idea by saying that:

‘Overall, I think it's a big step forward for the complainants because they get their complaints resolved quicker in the paper, more prominently, more organised, quicker responses (...) It's good for the complainants and good for the publishers, and it's good for the regulator.’

However, it has also been noted that the Code is still uncharted territory in parts, which renders complaints handling more time-consuming:

‘I think there - we spend a lot more time dealing with complaints internally, because we were much more sure how the PCC interpreted the code. There's a lot of IPSO code that actually haven't been tested yet, with an actual adjudication really, and you can see that's it's been abused by legal firms to try to stop some rulings.’

As regards the prominence of corrections, the respondent from the Scotsman observed that:

‘before IPSO there was a less consistent approach to corrections. I think that before then, newspapers very much did their own thing. Since IPSO arrived we do take the presentation of corrections very seriously.’

The same respondent noted that:

‘there's been a lot of debate, critics of IPSO in the past, saying that we should give equal prominence to corrections as to the original story, rather than due prominence. We take the view that sometimes we will need to give, under due prominence, the correction a lot more prominence than perhaps the original article.’

However, the distinction between 'due prominence' and 'equal prominence' is still considered to be crucial. In the words of The Times interviewee:

'We had an argument about that, about whether people think 'due prominence' means 'equal prominence', which clearly doesn't and won't, and IPSO has been quite good at holding that line, taking a sensible approach to that'.

4.2.5 Overall impact on practices

At the end of each interview, interviewees were asked to reflect on the changes that IPSO brought to their practices. The following observations by six different respondents are worth reporting:

- We have basically consolidated everything. We have a universal policy, a universal way of doing things a simple way of doing things, greater access for readers, easy route for readers to complain with a transparent policy basically.
- It is much stronger and better but I think we have made it a lot easier for those who have vested interests or are lobbying to make similar politically motivated complaints. We should have a much quicker way to handle these complaints and not assume that every complaint has legitimacy. We have to see the course of the complaint and be more mindful on where and why it was generated.
- I think that our organisation and the way we handle complaints has changed due to IPSO because IPSO is very, very forensic in its complaints handling processes. It's very thorough (...) I think it's a very healthy process and I absolutely believe that we as a business treat a complaint that comes via IPSO far more seriously than we probably did a complaint that came via the PCC. (...) It's very important to us that we comply with the Code. And that is a direct result of IPSO.
- We are a big supporter of IPSO. We don't like it when they rule against us, we don't like to publish corrections or adjudications if they told us, especially if we disagree, and sometimes we do. There've been a couple of adjudications, which we still don't think they were right, but that's the nature. It's like going to court. You always think you are right. So, obviously, we don't like losing, but obviously we accept the right to do that, because that's the whole point. That it has to be an appeal body, that's

independent, to arbitrate between sometimes phony and difficult arguments. (...) There is a lot of training and feedback, and none of them existed before IPSO. It's about learning and not make the same mistake.

- It has clearly had an impact to [sic] several papers. Everybody has responded to this climate, and the change to this climate. The press got itself into a position that it got itself into, and it had to get itself out of it, and it had to make a much better job of defending itself and making a case of its existence as a force for good of kind or another, in the face of a lot of opposition. And IPSO has been the focus of that really, rather than a force within it, it's there, it's a regulator, and it does what it does, and we all signed up to it. You have to have a body that has the support of the industry, there is no point of not.
- It's very time consuming and they don't take a very realistic approach to some of the complaints in my view, but it is undoubtedly raised the standard of accuracy within the paper. It has raised the standard - it improved the way we deal with readers (...) We definitely treat complaints in a far more serious and professional manner. And the reporters, even down to the reporter level, reporters ask themselves questions about what they are about to write in a way that they didn't used to. So, in terms of raising standards and professionalism in the industry, I think IPSO has achieved what it has set out to do, probably.

The above-mentioned observations suggest that IPSO has raised the standards of professionalism and accuracy, which translate into a speedier resolution of complaints and greater prominence of corrections. Even though a certain sense of apprehension about IPSO's more disciplinarian effect was expressed, the interviewees' perception of it is that of a regulator with clout that is prepared to hold regulated publications to account for their inaccuracies, which translates to real benefits for the complainants.

5. Appendix

Appendix 1. Corrections Database

The following picture shows how the database is organised and the parameters that were examined in the first part of the research (quantitative approach).

	A	B	C	D	E	F	G	J	Q
	Correction num	Newspaper	Y	Correction pl	Original p	Date of Correc	Date of original publica	IPSO media	Timeliness (in d
1									
2	1	Daily Express	2011	50	34-35	21-Feb	15-Jan		37
3	2	Daily Express	2011	30	32-33	11-May	10-May		1
4	3	Daily Express	2011	26	30	07-Jun	15-Mar		84
5	4	Daily Express	2011	26	10	14-Jun	13-May		31
6	5	Daily Express	2011	62	40	20-Jun	11-Jun		9
7	6	Daily Express	2011	35	12	15-Jul	09-Jul		6
8	7	Daily Express	2011	26	12	21-Jul	20-Jul		1
9	8	Daily Express	2011	26	25	26-Jul	07-May		80
10	9	Daily Express	2011	26	28	22-Sep	17-Sep		5
11	10	Daily Express	2011	31	24-25	29-Sep	28-Sep		1
12	11	Daily Express	2011	26	5	22-Nov	18-Nov		4
13	12	Daily Express	2011	23	19	28-Nov	25-Nov		3
14	1	Daily Express	2016	27	6	08-Apr	06-Apr		2
15	2	Daily Express	2016	38	12	29-Apr	18-Jan	publication of correction	101
16	3	Daily Express	2016	27	06-Jan	23-Jun	16-May		38
17	4	Daily Express	2016	21	4	22-Aug	19-Aug		3
18									
19	1	Daily Mail	2011	2	29	17-Oct	26-Sep		21
20	2	Daily Mail	2011	2	13	17-Oct	09-Sep		38

Appendix 2. Interview Questionnaire: Template for semi-structured interviews

1. Could you please describe your current complaints handling process?
2. How many complaints do you receive (roughly) and what matters do they concern? What percentage of them gets a published correction? Have these numbers changed under IPSO?
3. What procedures were in place before the IPSO complaints process, please can you give a general overview? Do you consider these procedures to have been effective?
4. a) Have there been changes in complaints handling since IPSO? If yes, can you think of specific examples?
b) If yes, have those changes brought any benefits?
c) If no changes were made – why not?

5. Are there any types of corrections that you prioritise and any that you choose not to publish? Are these choices affected by the IPSO complaints process? Did you do this differently before IPSO?
6. How many complaints do you receive that do not raise a breach of the Code (roughly)? What matters do they concern and how do you handle them?
7. Do you have a correction column, and if so, on which page is it? If not, do you have specific guidelines on where to publish a correction? Has this changed under IPSO? If so why and if not, why not?
8. What is your timeframe for publishing a correction? Do you ever miss it, and what would be the reason? Has this timeframe changed under IPSO?
9. What types of information do you include in a correction and why? Has this process changed under IPSO?
10. How do you make a decision of whether you are going to include an apology (in the correction)? Has this process changed under IPSO?
11. Have you ever published an adverse adjudication, as opposed to a correction? If so, under what circumstances? Has this process changed under IPSO?
12. Under which circumstances would you grant a 'right of reply'? Has the right of reply process changed under IPSO?
13. Do you have many third-party complaints? Who are these third parties typically and are these complaints usually taken forward by your organization and/or IPSO?

Appendix 3. Tables

DAILY MAIL

TABLE 1. Published corrections (2011 & 2016)

Correction number	Newspaper title	Year	Date of original publication	IPSO mediation	Date of published correction
1	Daily Mail	2011	26-Sep		17-Oct
2	Daily Mail	2011	09-Sep		17-Oct
3	Daily Mail	2011	27-Sep		17-Oct
4	Daily Mail	2011	07-Oct		17-Oct
5	Daily Mail	2011	19-Mar		18-Oct
6	Daily Mail	2011	19-Jul		18-Oct
7	Daily Mail	2011	N/A		18-Oct
8	Daily Mail	2011	18-Oct		19-Oct
9	Daily Mail	2011	05-Aug		19-Oct
10	Daily Mail	2011	18-Oct		19-Oct
11	Daily Mail	2011	17-Oct		20-Oct
12	Daily Mail	2011	18-Oct		20-Oct
13	Daily Mail	2011	20-Oct		21-Oct
14	Daily Mail	2011	15-Oct		21-Oct
15	Daily Mail	2011	08-Feb		24-Oct
16	Daily Mail	2011	20-Oct		24-Oct
17	Daily Mail	2011	18-Sep-15		26-Oct
18	Daily Mail	2011	25-Oct		26-Oct
19	Daily Mail	2011	25-Oct		26-Oct
20	Daily Mail	2011	23-Sep		28-Oct
21	Daily Mail	2011	27-May		31-Oct
22	Daily Mail	2011	28-Oct		31-Oct
23	Daily Mail	2011	28-Oct		31-Oct
24	Daily Mail	2011	11-Jul		01-Nov
25	Daily Mail	2011	10-Nov		01-Nov

26	Daily Mail	2011	27-Jun		03-Nov
27	Daily Mail	2011	29-Oct		03-Nov
28	Daily Mail	2011	01-Nov		04-Nov
29	Daily Mail	2011	01-Nov		04-Nov
30	Daily Mail	2011	26-Sep		08-Nov
31	Daily Mail	2011	03-Nov		08-Nov
32	Daily Mail	2011	31-Oct		09-Nov
33	Daily Mail	2011	08-Nov		09-Nov
34	Daily Mail	2011	08-Nov		10-Nov
35	Daily Mail	2011	09-Nov		10-Nov
36	Daily Mail	2011	September		11-Nov
37	Daily Mail	2011	09-Nov		11-Nov
38	Daily Mail	2011	29-Jun		14-Nov
39	Daily Mail	2011	11-Nov		14-Nov
40	Daily Mail	2011	14-Nov		15-Nov
41	Daily Mail	2011	18-Oct		16-Nov
42	Daily Mail	2011	15-Nov		16-Nov
43	Daily Mail	2011	15-Nov		18-Nov
44	Daily Mail	2011	18-Oct		18-Nov
45	Daily Mail	2011	19-Nov		22-Nov
46	Daily Mail	2011	11-Nov		22-Nov
47	Daily Mail	2011	01-Oct		24-Nov
48	Daily Mail	2011	21-Nov		24-Nov
49	Daily Mail	2011	21-Nov		25-Nov
50	Daily Mail	2011	25-Nov		29-Nov
51	Daily Mail	2011	11-Oct		01-Dec
52	Daily Mail	2011	17-Nov		01-Dec
53	Daily Mail	2011	21-Nov		02-Dec
54	Daily Mail	2011	17-Nov		02-Dec
55	Daily Mail	2011	01-Dec		06-Dec

56	Daily Mail	2011	01-Aug		08-Dec
57	Daily Mail	2011	08-Dec		09-Dec
58	Daily Mail	2011	29-Nov		09-Dec
59	Daily Mail	2011	08-Nov		12-Dec
60	Daily Mail	2011	09-Dec		12-Dec
61	Daily Mail	2011	10-Dec		13-Dec
62	Daily Mail	2011	09-Dec		13-Dec
63	Daily Mail	2011	07-Dec		14-Dec
64	Daily Mail	2011	09-Dec		14-Dec
65	Daily Mail	2011	09-Sep		16-Dec
66	Daily Mail	2011	N/A		19-Dec
67	Daily Mail	2011	03-Dec		20-Dec
68	Daily Mail	2011	14-Dec		20-Dec
69	Daily Mail	2011	20-Dec		23-Dec
70	Daily Mail	2011	22-Dec		23-Dec
1	Daily Mail	2016	19-Sep-15		04-Jan
2	Daily Mail	2016	29-Dec		06-Jan
3	Daily Mail	2016	23-Dec		12-Jan
4	Daily Mail	2016	13-Jan		14-Jan
5	Daily Mail	2016	27-Jun		27-Jan
6	Daily Mail	2016	30-Jan		02-Feb
7	Daily Mail	2016	11-Jan		08-Feb
8	Daily Mail	2016	04-Feb		08-Feb
9	Daily Mail	2016	03-Feb		12-Feb
10	Daily Mail	2016	03-Feb		18-Feb
11	Daily Mail	2016	16-Jan		23-Feb
12	Daily Mail	2016	24-Feb		26-Feb
13	Daily Mail	2016	22-Feb		26-Feb
14	Daily Mail	2016	01-Feb		29 Feb
15	Daily Mail	2016	26-Feb		01-Mar

16	Daily Mail	2016	01-Mar		02-Mar
17	Daily Mail	2016	08-Mar		10-Mar
18	Daily Mail	2016	03-Mar		10-Mar
19	Daily Mail	2016	05-Mar		11-Mar
20	Daily Mail	2016	08-Mar		14-Mar
21	Daily Mail	2016	21-Jan	publication of clarification	24-Mar
22	Daily Mail	2016	22-Mar		28-Mar
23	Daily Mail	2016	26-Mar		30-Mar
24	Daily Mail	2016	29-Jan		01-Apr
25	Daily Mail	2016	01-Apr		05-Apr
26	Daily Mail	2016	01-Apr		05-Apr
27	Daily Mail	2016	12-Apr		18-Apr
28	Daily Mail	2016	14-Apr		20-Apr
29	Daily Mail	2016	11-Apr		25-Apr
30	Daily Mail	2016	25-Apr		26-Apr
31	Daily Mail	2016	10-May		12-May
32	Daily Mail	2016	07-May		16-May
33	Daily Mail	2016	N/A		27-May
34	Daily Mail	2016	10-Mar		06-Jun
35	Daily Mail	2016	12-May		07-Jun
36	Daily Mail	2016	04-Jun		09-Jun
37	Daily Mail	2016	13-Jun		15-Jun
38	Daily Mail	2016	16-Jun	publication of correction	17-Jun
39	Daily Mail	2016	30-May		20-Jun
40	Daily Mail	2016	24-Jun		02-Jul
41	Daily Mail	2016	26-May		04-Jul
42	Daily Mail	2016	13-Jun		05-Jul
43	Daily Mail	2016	02-Jul		05-Jul
44	Daily Mail	2016	06-Jun		06-Jul

45	Daily Mail	2016	03-May		08-Jul
46	Daily Mail	2016	22-Jun		12-Jul
47	Daily Mail	2016	13-Jul		15-Jul
48	Daily Mail	2016	20-Jul		22-Jul
49	Daily Mail	2016	27-May	publication of clarification	25-Jul
50	Daily Mail	2016	29-Jul		30-Jul
51	Daily Mail	2016	10-Aug		11-Aug
52	Daily Mail	2016	05-Aug		12-Aug
53	Daily Mail	2016	11-Aug		23-Aug
54	Daily Mail	2016	19-Aug		25-Aug
55	Daily Mail	2016	14-Dec	publication of correction	31-Aug
56	Daily Mail	2016	27-Aug		19-Sep
57	Daily Mail	2016	05-Jun		20-Sep
58	Daily Mail	2016	10-Aug		21-Sep
59	Daily Mail	2016	22-Aug		10-Oct
60	Daily Mail	2016	08-Aug		12-Oct
61	Daily Mail	2016	30-Jul		13-Oct
62	Daily Mail	2016	07-Oct		13-Oct
63	Daily Mail	2016	23-Jul		17-Oct
64	Daily Mail	2016	10-Oct		17-Oct
65	Daily Mail	2016	21-Oct		22-Oct
66	Daily Mail	2016	14-Sep		24-Oct
67	Daily Mail	2016	25-Oct		31-Oct
68	Daily Mail	2016	08-Aug	publication of correction	07-Nov
69	Daily Mail	2016	25-Oct		07-Nov
70	Daily Mail	2016	01-Nov		08-Nov
71	Daily Mail	2016	29-Oct		08-Nov
72	Daily Mail	2016	08-Nov		29-Nov
73	Daily Mail	2016	06-Oct		01-Dec

74	Daily Mail	2016	25-Nov		05-Dec
75	Daily Mail	2016	25-Nov		05-Dec
76	Daily Mail	2016	20-Jun		12-Dec
77	Daily Mail	2016	13-Dec		14-Dec
78	Daily Mail	2016	13-Dec		21-Dec

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TABLE 2. Prominence: Original page and correction page (2011)

Correction number	Newspaper title	Year	Date of published correction	Original page number	Correction page
1	Daily Mail	2011	17-Oct	29	2
2	Daily Mail	2011	17-Oct	13	2
3	Daily Mail	2011	17-Oct	6	2
4	Daily Mail	2011	17-Oct	17	2
5	Daily Mail	2011	18-Oct	30-31	2
6	Daily Mail	2011	18-Oct	4	2
7	Daily Mail	2011	18-Oct	N/A	2
8	Daily Mail	2011	19-Oct	N/A	2
9	Daily Mail	2011	19-Oct	17	2
10	Daily Mail	2011	19-Oct	N/A	2
11	Daily Mail	2011	20-Oct	29	2
12	Daily Mail	2011	20-Oct	80	2
13	Daily Mail	2011	21-Oct	43	2
14	Daily Mail	2011	21-Oct	24-25	2
15	Daily Mail	2011	24-Oct	30-31	2
16	Daily Mail	2011	24-Oct	71	2
17	Daily Mail	2011	26-Oct	13	2
18	Daily Mail	2011	26-Oct	13	2
19	Daily Mail	2011	26-Oct	13	2

20	Daily Mail	2011	28-Oct	9	2
21	Daily Mail	2011	31-Oct	1	2
22	Daily Mail	2011	31-Oct	38	2
23	Daily Mail	2011	31-Oct	38-39	2
24	Daily Mail	2011	01-Nov	1 and 4	2
25	Daily Mail	2011	01-Nov	18	2
26	Daily Mail	2011	03-Nov	19	2
27	Daily Mail	2011	03-Nov	108	2
28	Daily Mail	2011	04-Nov	34-35	2
29	Daily Mail	2011	04-Nov	69	2
30	Daily Mail	2011	08-Nov	14	2
31	Daily Mail	2011	08-Nov	13	2
32	Daily Mail	2011	09-Nov	18	2
33	Daily Mail	2011	09-Nov	47	2
34	Daily Mail	2011	10-Nov	48-49	2
35	Daily Mail	2011	10-Nov	6	2
36	Daily Mail	2011	11-Nov	15 and 36	2
37	Daily Mail	2011	11-Nov	22	2
38	Daily Mail	2011	14-Nov	1 and 6-7	2
39	Daily Mail	2011	14-Nov	3	2
40	Daily Mail	2011	15-Nov	27	2
41	Daily Mail	2011	16-Nov	14	2
42	Daily Mail	2011	16-Nov	61	2
43	Daily Mail	2011	18-Nov	32-33	2
44	Daily Mail	2011	18-Nov	14	2
45	Daily Mail	2011	22-Nov	3	2
46	Daily Mail	2011	22-Nov	32	2
47	Daily Mail	2011	24-Nov	15	2
48	Daily Mail	2011	24-Nov	14	2
49	Daily Mail	2011	25-Nov	4	2

50	Daily Mail	2011	29-Nov	40	2
51	Daily Mail	2011	01-Dec	17	2
52	Daily Mail	2011	01-Dec	13	2
53	Daily Mail	2011	02-Dec	5	2
54	Daily Mail	2011	02-Dec	100	2
55	Daily Mail	2011	06-Dec	27	2
56	Daily Mail	2011	08-Dec	24-25	2
57	Daily Mail	2011	09-Dec	10	2
58	Daily Mail	2011	09-Dec	33	2
59	Daily Mail	2011	12-Dec	12	2
60	Daily Mail	2011	12-Dec	5	2
61	Daily Mail	2011	13-Dec	8 and 9	2
62	Daily Mail	2011	13-Dec	8	2
63	Daily Mail	2011	14-Dec	20	2
64	Daily Mail	2011	14-Dec	93	2
65	Daily Mail	2011	16-Dec	8	2
66	Daily Mail	2011	19-Dec	N/A	2
67	Daily Mail	2011	20-Dec	22	2
68	Daily Mail	2011	20-Dec	30-31	2
69	Daily Mail	2011	23-Dec	11	2
70	Daily Mail	2011	23-Dec	68	2

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TABLE 4. Prominence: Original page and correction page (2016)

Correction number	Newspaper title	Year	Date of published correction	Original page number	Correction page
1	Daily Mail	2016	04-Jan	33-34	2
2	Daily Mail	2016	06-Jan	17	2
3	Daily Mail	2016	12-Jan	1	2

4	Daily Mail	2016	14-Jan	16	2
5	Daily Mail	2016	27-Jan	54-55	2
6	Daily Mail	2016	02-Feb	26-27	2
7	Daily Mail	2016	08-Feb	12 and 13	2
8	Daily Mail	2016	08-Feb	11	2
9	Daily Mail	2016	12-Feb	17	2
10	Daily Mail	2016	18-Feb	8 and 9	2
11	Daily Mail	2016	23-Feb	1 and 4	2
12	Daily Mail	2016	26-Feb	08-Sep	2
13	Daily Mail	2016	26-Feb	11	2
14	Daily Mail	2016	29 Feb	1 and 2	2
15	Daily Mail	2016	01-Mar	4 and 5	2
16	Daily Mail	2016	02-Mar	14-15	2
17	Daily Mail	2016	10-Mar	19	2
18	Daily Mail	2016	10-Mar	37	2
19	Daily Mail	2016	11-Mar	26-27	2
20	Daily Mail	2016	14-Mar	17	2
21	Daily Mail	2016	24-Mar	14-15	2
22	Daily Mail	2016	28-Mar	13	2
23	Daily Mail	2016	30-Mar	69	2
24	Daily Mail	2016	01-Apr	27	2
25	Daily Mail	2016	05-Apr	82-83	2
26	Daily Mail	2016	05-Apr	50-51	2
27	Daily Mail	2016	18-Apr	45	2
28	Daily Mail	2016	20-Apr	10	2
29	Daily Mail	2016	25-Apr	10	2
30	Daily Mail	2016	26-Apr	27	2
31	Daily Mail	2016	12-May	17	2
32	Daily Mail	2016	16-May	33	2
33	Daily Mail	2016	27-May	N/A	2

34	Daily Mail	2016	06-Jun	5	2
35	Daily Mail	2016	07-Jun	22-23	2
36	Daily Mail	2016	09-Jun	13	2
37	Daily Mail	2016	15-Jun	24-25	2
38	Daily Mail	2016	17-Jun	1	2
39	Daily Mail	2016	20-Jun	16	2
40	Daily Mail	2016	02-Jul	9	2
41	Daily Mail	2016	04-Jul	19	2
42	Daily Mail	2016	05-Jul	32	2
43	Daily Mail	2016	05-Jul	4	2
44	Daily Mail	2016	06-Jul	4	2
45	Daily Mail	2016	08-Jul	4	2
46	Daily Mail	2016	12-Jul	42-43	2
47	Daily Mail	2016	15-Jul	63	2
48	Daily Mail	2016	22-Jul	19	2
49	Daily Mail	2016	25-Jul	21	2
50	Daily Mail	2016	30-Jul	12	2
51	Daily Mail	2016	11-Aug	36-37	2
52	Daily Mail	2016	12-Aug	27	2
53	Daily Mail	2016	23-Aug	57	2
54	Daily Mail	2016	25-Aug	22	2
55	Daily Mail	2016	31-Aug	5	2
56	Daily Mail	2016	19-Sep	42	2
57	Daily Mail	2016	20-Sep	20	2
58	Daily Mail	2016	21-Sep	43	2
59	Daily Mail	2016	10-Oct	27	2
60	Daily Mail	2016	12-Oct	1 and 10-11	2
61	Daily Mail	2016	13-Oct	14-15	2
62	Daily Mail	2016	13-Oct	30	2
63	Daily Mail	2016	17-Oct	9	2

64	Daily Mail	2016	17-Oct	39	2
65	Daily Mail	2016	22-Oct	19	2
66	Daily Mail	2016	24-Oct	30-31	2
67	Daily Mail	2016	31-Oct	16	2
68	Daily Mail	2016	07-Nov	1 and 10-11	2
69	Daily Mail	2016	07-Nov	26	2
70	Daily Mail	2016	08-Nov	35	2
71	Daily Mail	2016	08-Nov	16-17	2
72	Daily Mail	2016	29-Nov	34-35	2
73	Daily Mail	2016	01-Dec	7	2
74	Daily Mail	2016	05-Dec	52-53	2
75	Daily Mail	2016	05-Dec	91	2
76	Daily Mail	2016	12-Dec	8	2
77	Daily Mail	2016	14-Dec	37	2
78	Daily Mail	2016	21-Dec	49	2

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TABLE 5. Speed of corrections (2011)

Correction number	Newspaper title	Year	Date of original publication	Date of published correction	Timeliness (in days)
1	Daily Mail	2011	26-Sep	17-Oct	21
2	Daily Mail	2011	09-Sep	17-Oct	38
3	Daily Mail	2011	27-Sep	17-Oct	20
4	Daily Mail	2011	07-Oct	17-Oct	10
5	Daily Mail	2011	19-Mar	18-Oct	213
6	Daily Mail	2011	19-Jul	18-Oct	91
7	Daily Mail	2011	N/A	18-Oct	N/A
8	Daily Mail	2011	18-Oct	19-Oct	1
9	Daily Mail	2011	05-Aug	19-Oct	75
10	Daily Mail	2011	18-Oct	19-Oct	1

11	Daily Mail	2011	17-Oct	20-Oct	3
12	Daily Mail	2011	18-Oct	20-Oct	2
13	Daily Mail	2011	20-Oct	21-Oct	1
14	Daily Mail	2011	15-Oct	21-Oct	6
15	Daily Mail	2011	08-Feb	24-Oct	258
16	Daily Mail	2011	20-Oct	24-Oct	4
17	Daily Mail	2011	18-Sep-15	26-Oct	403
18	Daily Mail	2011	25-Oct	26-Oct	1
19	Daily Mail	2011	25-Oct	26-Oct	1
20	Daily Mail	2011	23-Sep	28-Oct	35
21	Daily Mail	2011	27-May	31-Oct	157
22	Daily Mail	2011	28-Oct	31-Oct	3
23	Daily Mail	2011	28-Oct	31-Oct	3
24	Daily Mail	2011	11-Jul	01-Nov	113
25	Daily Mail	2011	10-Nov	01-Nov	1
26	Daily Mail	2011	27-Jun	03-Nov	129
27	Daily Mail	2011	29-Oct	03-Nov	5
28	Daily Mail	2011	01-Nov	04-Nov	3
29	Daily Mail	2011	01-Nov	04-Nov	3
30	Daily Mail	2011	26-Sep	08-Nov	43
31	Daily Mail	2011	03-Nov	08-Nov	5
32	Daily Mail	2011	31-Oct	09-Nov	9
33	Daily Mail	2011	08-Nov	09-Nov	1
34	Daily Mail	2011	08-Nov	10-Nov	2
35	Daily Mail	2011	09-Nov	10-Nov	1
36	Daily Mail	2011	September	11-Nov	N/A
37	Daily Mail	2011	09-Nov	11-Nov	2
38	Daily Mail	2011	29-Jun	14-Nov	138
39	Daily Mail	2011	11-Nov	14-Nov	3
40	Daily Mail	2011	14-Nov	15-Nov	1

41	Daily Mail	2011	18-Oct	16-Nov	28
42	Daily Mail	2011	15-Nov	16-Nov	1
43	Daily Mail	2011	15-Nov	18-Nov	3
44	Daily Mail	2011	18-Oct	18-Nov	31
45	Daily Mail	2011	19-Nov	22-Nov	3
46	Daily Mail	2011	11-Nov	22-Nov	11
47	Daily Mail	2011	01-Oct	24-Nov	55
48	Daily Mail	2011	21-Nov	24-Nov	3
49	Daily Mail	2011	21-Nov	25-Nov	4
50	Daily Mail	2011	25-Nov	29-Nov	4
51	Daily Mail	2011	11-Oct	01-Dec	51
52	Daily Mail	2011	17-Nov	01-Dec	14
53	Daily Mail	2011	21-Nov	02-Dec	11
54	Daily Mail	2011	17-Nov	02-Dec	15
55	Daily Mail	2011	01-Dec	06-Dec	5
56	Daily Mail	2011	01-Aug	08-Dec	130
57	Daily Mail	2011	08-Dec	09-Dec	1
58	Daily Mail	2011	29-Nov	09-Dec	10
59	Daily Mail	2011	08-Nov	12-Dec	34
60	Daily Mail	2011	09-Dec	12-Dec	3
61	Daily Mail	2011	10-Dec	13-Dec	3
62	Daily Mail	2011	09-Dec	13-Dec	4
63	Daily Mail	2011	07-Dec	14-Dec	7
64	Daily Mail	2011	09-Dec	14-Dec	5
65	Daily Mail	2011	09-Sep	16-Dec	98
66	Daily Mail	2011	N/A	19-Dec	N/A
67	Daily Mail	2011	03-Dec	20-Dec	17
68	Daily Mail	2011	14-Dec	20-Dec	6
69	Daily Mail	2011	20-Dec	23-Dec	3
70	Daily Mail	2011	22-Dec	23-Dec	1

DAILY MAIL**TABLE 6. Speed of corrections (2016)**

Correction number	Newspaper title	Year	Date of original publication	Date of published correction	Timeliness (in days)
1	Daily Mail	2016	19-Sep-15	04-Jan	107
2	Daily Mail	2016	29-Dec	06-Jan	5
3	Daily Mail	2016	23-Dec	12-Jan	19
4	Daily Mail	2016	13-Jan	14-Jan	1
5	Daily Mail	2016	27-Jun	27-Jan	214
6	Daily Mail	2016	30-Jan	02-Feb	3
7	Daily Mail	2016	11-Jan	08-Feb	27
8	Daily Mail	2016	04-Feb	08-Feb	4
9	Daily Mail	2016	03-Feb	12-Feb	9
10	Daily Mail	2016	03-Feb	18-Feb	15
11	Daily Mail	2016	16-Jan	23-Feb	38
12	Daily Mail	2016	24-Feb	26-Feb	2
13	Daily Mail	2016	22-Feb	26-Feb	4
14	Daily Mail	2016	01-Feb	29 Feb	28
15	Daily Mail	2016	26-Feb	01-Mar	4
16	Daily Mail	2016	01-Mar	02-Mar	1
17	Daily Mail	2016	08-Mar	10-Mar	2
18	Daily Mail	2016	03-Mar	10-Mar	7
19	Daily Mail	2016	05-Mar	11-Mar	6
20	Daily Mail	2016	08-Mar	14-Mar	6
21	Daily Mail	2016	21-Jan	24-Mar	62
22	Daily Mail	2016	22-Mar	28-Mar	6
23	Daily Mail	2016	26-Mar	30-Mar	4
24	Daily Mail	2016	29-Jan	01-Apr	62
25	Daily Mail	2016	01-Apr	05-Apr	4

26	Daily Mail	2016	01-Apr	05-Apr	4
27	Daily Mail	2016	12-Apr	18-Apr	6
28	Daily Mail	2016	14-Apr	20-Apr	6
29	Daily Mail	2016	11-Apr	25-Apr	14
30	Daily Mail	2016	25-Apr	26-Apr	1
31	Daily Mail	2016	10-May	12-May	2
32	Daily Mail	2016	07-May	16-May	9
33	Daily Mail	2016	N/A	27-May	N/A
34	Daily Mail	2016	10-Mar	06-Jun	88
35	Daily Mail	2016	12-May	07-Jun	26
36	Daily Mail	2016	04-Jun	09-Jun	5
37	Daily Mail	2016	13-Jun	15-Jun	2
38	Daily Mail	2016	16-Jun	17-Jun	1
39	Daily Mail	2016	30-May	20-Jun	21
40	Daily Mail	2016	24-Jun	02-Jul	8
41	Daily Mail	2016	26-May	04-Jul	39
42	Daily Mail	2016	13-Jun	05-Jul	22
43	Daily Mail	2016	02-Jul	05-Jul	3
44	Daily Mail	2016	06-Jun	06-Jul	30
45	Daily Mail	2016	03-May	08-Jul	66
46	Daily Mail	2016	22-Jun	12-Jul	20
47	Daily Mail	2016	13-Jul	15-Jul	2
48	Daily Mail	2016	20-Jul	22-Jul	2
49	Daily Mail	2016	27-May	25-Jul	59
50	Daily Mail	2016	29-Jul	30-Jul	1
51	Daily Mail	2016	10-Aug	11-Aug	1
52	Daily Mail	2016	05-Aug	12-Aug	7
53	Daily Mail	2016	11-Aug	23-Aug	12
54	Daily Mail	2016	19-Aug	25-Aug	6
55	Daily Mail	2016	14-Dec	31-Aug	260

56	Daily Mail	2016	27-Aug	19-Sep	23
57	Daily Mail	2016	05-Jun	20-Sep	107
58	Daily Mail	2016	10-Aug	21-Sep	41
59	Daily Mail	2016	22-Aug	10-Oct	48
60	Daily Mail	2016	08-Aug	12-Oct	65
61	Daily Mail	2016	30-Jul	13-Oct	75
62	Daily Mail	2016	07-Oct	13-Oct	6
63	Daily Mail	2016	23-Jul	17-Oct	86
64	Daily Mail	2016	10-Oct	17-Oct	7
65	Daily Mail	2016	21-Oct	22-Oct	1
66	Daily Mail	2016	14-Sep	24-Oct	40
67	Daily Mail	2016	25-Oct	31-Oct	6
68	Daily Mail	2016	08-Aug	07-Nov	91
69	Daily Mail	2016	25-Oct	07-Nov	13
70	Daily Mail	2016	01-Nov	08-Nov	7
71	Daily Mail	2016	29-Oct	08-Nov	10
72	Daily Mail	2016	08-Nov	29-Nov	21
73	Daily Mail	2016	06-Oct	01-Dec	56
74	Daily Mail	2016	25-Nov	05-Dec	10
75	Daily Mail	2016	25-Nov	05-Dec	10
76	Daily Mail	2016	20-Jun	12-Dec	175
77	Daily Mail	2016	13-Dec	14-Dec	1
78	Daily Mail	2016	13-Dec	21-Dec	8

DAILY RECORD

TABLE 1. Published corrections (2011 & 2016)

Correction number	Newspaper title	Year	Date of original publication	IPSO mediation	Date of published correction
1	Daily Record	2011	14-Nov		15-Nov

2	Daily Record	2011	14-Nov		15-Nov
3	Daily Record	2011	12-Nov		15-Nov
4	Daily Record	2011	19-Nov		22-Nov
5	Daily Record	2011	21-Nov		23-Nov
6	Daily Record	2011	26-Nov		29-Nov
7	Daily Record	2011	26-Nov		29-Nov
8	Daily Record	2011	01-Sep		29-Nov
9	Daily Record	2011	28-Nov		30-Nov
10	Daily Record	2011	30-Nov		01-Dec
11	Daily Record	2011	01-Dec		02-Dec
12	Daily Record	2011	02-Dec		03-Dec
13	Daily Record	2011	05-Dec		07-Dec
14	Daily Record	2011	12-Dec		13-Dec
15	Daily Record	2011	13-Dec		14-Dec
16	Daily Record	2011	28-Nov		15-Dec
17	Daily Record	2011	17-Dec		20-Dec
18	Daily Record	2011	16-Dec		20-Dec
19	Daily Record	2011	01-Nov		22-Dec
20	Daily Record	2011	14-Dec		22-Dec
1	Daily Record	2016	14-Jan		18-Jan
2	Daily Record	2016	24-Mar		25-Mar
3	Daily Record	2016	23-Mar		02-Apr
4	Daily Record	2016	02-May		07-May
5	Daily Record	2016	27-May		28-May
6	Daily Record	2016	01-Jun		02-Jun
7	Daily Record	2016	20-Jun		21-Jun
8	Daily Record	2016	21-Jul		22-Jul
9	Daily Record	2016	09-Mar	publication of correction	08-Aug
10	Daily Record	2016	19-Aug		27-Aug

11	Daily Record	2016	20-Aug		02-Sep
12	Daily Record	2016	03-Sep		06-Sep
13	Daily Record	2016	29-Sep		30-Sep
14	Daily Record	2016	10-Oct		11-Oct
15	Daily Record	2016	14-Dec		15-Dec
16	Daily Record	2016	26-Dec		27-Dec

METRO

TABLE 1. Published corrections (2011 & 2016)

Correction Number	Newspaper title	Year	Date of original publication	IPSO mediation	Date of published correction
1	Metro	2011	14-Oct		18-Oct
2	Metro	2011	25-Oct		26-Oct
3	Metro	2011	24-Oct		26-Oct
4	Metro	2011	21-Oct		26-Oct
5	Metro	2011	24-Oct		27-Oct
6	Metro	2011	26-Oct		27-Oct
7	Metro	2011	27-Oct		28-Oct
8	Metro	2011	28-Oct		31-Oct
9	Metro	2011	27-Oct		01-Nov
10	Metro	2011	02-Feb		04-Nov
11	Metro	2011	07-Nov		08-Nov
12	Metro	2011	08-Nov		09-Nov
13	Metro	2011	N/A		09-Nov
14	Metro	2011	09-Nov		10-Nov
15	Metro	2011	09-Nov		10-Nov
16	Metro	2011	09-Nov		10-Nov
17	Metro	2011	08-Nov		10-Nov
18	Metro	2011	10-Nov		11-Nov
19	Metro	2011	10-Nov		11-Nov

20	Metro	2011	10-Nov		11-Nov
21	Metro	2011	11-Nov		14-Nov
22	Metro	2011	18-Nov		21-Nov
23	Metro	2011	18-Nov		21-Nov
24	Metro	2011	18-Nov		21-Nov
25	Metro	2011	18-Nov		21-Nov
26	Metro	2011	21-Nov		22-Nov
27	Metro	2011	30-Nov		01-Dec
28	Metro	2011	07-Nov		08-Dec
29	Metro	2011	14-Dec		15-Dec
30	Metro	2011	14-Dec		15-Dec
31	Metro	2011	15-Dec		16-Dec
32	Metro	2011	19-Dec		20-Dec
33	Metro	2011	20-Dec		22-Dec
34	Metro	2011	21-Dec		22-Dec
35	Metro	2011	22-Dec		23-Dec
36	Metro	2011	22-Dec		23-Dec
1	Metro	2016	14-Jan		15-Jan
2	Metro	2016	15-Feb		17-Feb
3	Metro	2016	17-Mar		18-Mar
4	Metro	2016	21-Mar		22-Mar
5	Metro	2016	08-Apr		11-Apr
6	Metro	2016	14-Apr		15-Apr
7	Metro	2016	09-May		10-May
8	Metro	2016	19-May		20-May
9	Metro	2016	07-Jun		08-Jun
10	Metro	2016	17-Jun		20-Jun
11	Metro	2016	24-Jun		27-Jun
12	Metro	2016	12-Aug		15-Aug
13	Metro	2016	18-Aug		19-Aug

14	Metro	2016	25-Aug		26-Aug
15	Metro	2016	02-Sep		05-Sep
16	Metro	2016	12-Aug		05-Sep
17	Metro	2016	05-Sep		06-Sep
18	Metro	2016	15-Sep		19-Sep
19	Metro	2016	23-Sep		26-Sep
20	Metro	2016	26-Sep		27-Sep
21	Metro	2016	24-Oct		25-Oct
22	Metro	2016	21-Oct		26-Oct
23	Metro	2016	27-Oct		28-Oct
24	Metro	2016	01-Nov		02-Nov
25	Metro	2016	08-Nov		11-Nov
26	Metro	2016	21-Nov		22-Nov
27	Metro	2016	08-Dec		09-Dec
28	Metro	2016	14-Dec		15-Dec
29	Metro	2016	20-Dec		21-Dec
30	Metro	2016	02-Dec		23-Dec

METRO

TABLE 2. Prominence: Original page and correction page (2011)

Correction number	Newspaper title	Year	Date of published correction	Original page	Correction page
1	Metro	2011	18-Oct	11	2
2	Metro	2011	26-Oct	58	2
3	Metro	2011	26-Oct	7	2
4	Metro	2011	26-Oct	24	2
5	Metro	2011	27-Oct	67	2
6	Metro	2011	27-Oct	49	2
7	Metro	2011	28-Oct	7	2
8	Metro	2011	31-Oct	44	2

9	Metro	2011	01-Nov	7	2
10	Metro	2011	04-Nov	5	2
11	Metro	2011	08-Nov	74	2
12	Metro	2011	09-Nov	31	2
13	Metro	2011	09-Nov	60	2
14	Metro	2011	10-Nov	41	2
15	Metro	2011	10-Nov	4	2
16	Metro	2011	10-Nov	35	2
17	Metro	2011	10-Nov	45	2
18	Metro	2011	11-Nov	70	2
19	Metro	2011	11-Nov	41	2
20	Metro	2011	11-Nov	92	2
21	Metro	2011	14-Nov	29	2
22	Metro	2011	21-Nov	25	2
23	Metro	2011	21-Nov	3	2
24	Metro	2011	21-Nov	90	2
25	Metro	2011	21-Nov	44	2
26	Metro	2011	22-Nov	38	2
27	Metro	2011	01-Dec	40	2
28	Metro	2011	08-Dec	23	2
29	Metro	2011	15-Dec	4	2
30	Metro	2011	15-Dec	42-43	2
31	Metro	2011	16-Dec	43	2
32	Metro	2011	20-Dec	60	2
33	Metro	2011	22-Dec	4	2
34	Metro	2011	22-Dec	57	2
35	Metro	2011	23-Dec	5	2
36	Metro	2011	23-Dec	10	2

METRO

TABLE 3. Speed of corrections (2011)

Correction number	Newspaper title	Year	Date of original publication	Date of published correction	Timeliness (in days)
1	Metro	2011	14-Oct	18-Oct	4
2	Metro	2011	25-Oct	26-Oct	1
3	Metro	2011	24-Oct	26-Oct	2
4	Metro	2011	21-Oct	26-Oct	5
5	Metro	2011	24-Oct	27-Oct	3
6	Metro	2011	26-Oct	27-Oct	1
7	Metro	2011	27-Oct	28-Oct	1
8	Metro	2011	28-Oct	31-Oct	3
9	Metro	2011	27-Oct	01-Nov	5
10	Metro	2011	02-Feb	04-Nov	2
11	Metro	2011	07-Nov	08-Nov	1
12	Metro	2011	08-Nov	09-Nov	1
13	Metro	2011	N/A	09-Nov	N/A
14	Metro	2011	09-Nov	10-Nov	1
15	Metro	2011	09-Nov	10-Nov	1
16	Metro	2011	09-Nov	10-Nov	1
17	Metro	2011	08-Nov	10-Nov	2
18	Metro	2011	10-Nov	11-Nov	1
19	Metro	2011	10-Nov	11-Nov	1
20	Metro	2011	10-Nov	11-Nov	1
21	Metro	2011	11-Nov	14-Nov	3
22	Metro	2011	18-Nov	21-Nov	3
23	Metro	2011	18-Nov	21-Nov	3
24	Metro	2011	18-Nov	21-Nov	3
25	Metro	2011	18-Nov	21-Nov	3
26	Metro	2011	21-Nov	22-Nov	1

27	Metro	2011	30-Nov	01-Dec	1
28	Metro	2011	07-Nov	08-Dec	1
29	Metro	2011	14-Dec	15-Dec	1
30	Metro	2011	14-Dec	15-Dec	1
31	Metro	2011	15-Dec	16-Dec	1
32	Metro	2011	19-Dec	20-Dec	1
33	Metro	2011	20-Dec	22-Dec	2
34	Metro	2011	21-Dec	22-Dec	1
35	Metro	2011	22-Dec	23-Dec	1
36	Metro	2011	22-Dec	23-Dec	1

METRO

TABLE 4. Speed of corrections (2016)

Correction number	Newspaper Title	Year	Date of original publication	Date of published correction	Timeliness (in days)
1	Metro	2016	14-Jan	15-Jan	1
2	Metro	2016	15-Feb	17-Feb	2
3	Metro	2016	17-Mar	18-Mar	1
4	Metro	2016	21-Mar	22-Mar	1
5	Metro	2016	08-Apr	11-Apr	3
6	Metro	2016	14-Apr	15-Apr	1
7	Metro	2016	09-May	10-May	1
8	Metro	2016	19-May	20-May	1
9	Metro	2016	07-Jun	08-Jun	1
10	Metro	2016	17-Jun	20-Jun	3
11	Metro	2016	24-Jun	27-Jun	3
12	Metro	2016	12-Aug	15-Aug	3
13	Metro	2016	18-Aug	19-Aug	1
14	Metro	2016	25-Aug	26-Aug	1
15	Metro	2016	02-Sep	05-Sep	1

16	Metro	2016	12-Aug	05-Sep	24
17	Metro	2016	05-Sep	06-Sep	1
18	Metro	2016	15-Sep	19-Sep	4
19	Metro	2016	23-Sep	26-Sep	3
20	Metro	2016	26-Sep	27-Sep	1
21	Metro	2016	24-Oct	25-Oct	1
22	Metro	2016	21-Oct	26-Oct	5
23	Metro	2016	27-Oct	28-Oct	1
24	Metro	2016	01-Nov	02-Nov	1
25	Metro	2016	08-Nov	11-Nov	3
26	Metro	2016	21-Nov	22-Nov	1
27	Metro	2016	08-Dec	09-Dec	1
28	Metro	2016	14-Dec	15-Dec	1
29	Metro	2016	20-Dec	21-Dec	1
30	Metro	2016	02-Dec	23-Dec	21

THE DAILY TELEGRAPH

TABLE 1. Published corrections (2011 & 2016)

Correction number	Newspaper Title	Year	Date of original publication	IPSO mediation	Date of published correction
1	The Daily Telegraph	2011	14-Sep-10		19-Jan
2	The Daily Telegraph	2011	04-Feb		23-Feb
3	The Daily Telegraph	2011	27-Jan		04-Mar
4	The Daily Telegraph	2011	29-Oct		15-Mar
5	The Daily Telegraph	2011	12-Feb		01-Apr
6	The Daily Telegraph	2011	13-Nov		12-May
7	The Daily Telegraph	2011	15-Apr		13-May
8	The Daily Telegraph	2011	11-Feb		17-May

9	The Daily Telegraph	2011	11-Apr		04-Jul
10	The Daily Telegraph	2011	N/A		19-Jul
11	The Daily Telegraph	2011	27-Apr		27-Jul
12	The Daily Telegraph	2011	21-May		28-Jul
13	The Daily Telegraph	2011	06-Aug		15-Sep
14	The Daily Telegraph	2011	14-May		16-Sep
15	The Daily Telegraph	2011	27-Aug		30-Sep
16	The Daily Telegraph	2011	24-Jun		04-Oct
17	The Daily Telegraph	2011	N/A		07-Oct
18	The Daily Telegraph	2011	01-Nov		02-Nov
1	The Daily Telegraph	2016	12-Sep-15		15-Jan
2	The Daily Telegraph	2016	20-Jan		21-Jan
3	The Daily Telegraph	2016	23-Jan		02-Feb
4	The Daily Telegraph	2016	03-Feb		05-Feb
5	The Daily Telegraph	2016	07-Jan		06-Feb
6	The Daily Telegraph	2016	12-Dec	publication of correction / resolution	11-Feb
7	The Daily Telegraph	2016	09-Feb		15-Feb
8	The Daily Telegraph	2016	03-Mar		19-Feb
9	The Daily Telegraph	2016	10-Feb		19-Feb
10	The Daily Telegraph	2016	01-Mar		08-Mar
11	The Daily Telegraph	2016	03-Mar		08-Mar
12	The Daily Telegraph	2016	10-Mar		12-Mar
13	The Daily Telegraph	2016	23-Mar		25-Mar
14	The Daily Telegraph	2016	18-Mar		25-Mar

15	The Daily Telegraph	2016	06-Feb	publication of clarification / ruling	02-May
16	The Daily Telegraph	2016	16-May		18-May
17	The Daily Telegraph	2016	17-Feb		09-Jun
18	The Daily Telegraph	2016	09-Jun		10-Jun
19	The Daily Telegraph	2016	19-May	publication of clarification / resolution	18-Jun
20	The Daily Telegraph	2016	29-Jul		30-Jul
21	The Daily Telegraph	2016	04-Aug		09-Aug
22	The Daily Telegraph	2016	25-Jun		13-Aug
23	The Daily Telegraph	2016	30-Jul		25-Aug
24	The Daily Telegraph	2016	25-Aug		26-Aug
25	The Daily Telegraph	2016	27-Aug		03-Sep
26	The Daily Telegraph	2016	08-Sep		09-Sep
27	The Daily Telegraph	2016	24-Aug		13-Sep
28	The Daily Telegraph	2016	29-Aug		14-Sep
29	The Daily Telegraph	2016	29-Sep		07-Oct
30	The Daily Telegraph	2016	06-Sep		10-Oct
31	The Daily Telegraph	2016	10-Oct		21-Oct
32	The Daily Telegraph	2016	15-Oct		25-Oct
33	The Daily Telegraph	2016	28-Oct		03-Nov
34	The Daily Telegraph	2016	18-Nov		28-Nov
35	The Daily Telegraph	2016	02-Dec		03-Dec
36	The Daily Telegraph	2016	27-Dec		29-Dec

THE DAILY TELEGRAPH

TABLE 2. Prominence: Original page and correction page (2016)

Correction number	Newspaper title	Year	Date of published correction	Original page	Correction page
1	The Daily Telegraph	2011	19-Jan	6	7
2	The Daily Telegraph	2011	23-Feb	13	10
3	The Daily Telegraph	2011	04-Mar	13	19
4	The Daily Telegraph	2011	15-Mar	19	17
5	The Daily Telegraph	2011	01-Apr	N/A	7
6	The Daily Telegraph	2011	12-May	28	11
7	The Daily Telegraph	2011	13-May	1	2
8	The Daily Telegraph	2011	17-May	2	2
9	The Daily Telegraph	2011	04-Jul	2	2
10	The Daily Telegraph	2011	19-Jul	9	11
11	The Daily Telegraph	2011	27-Jul	5	6
12	The Daily Telegraph	2011	28-Jul	9	9
13	The Daily Telegraph	2011	15-Sep	N/A	2
14	The Daily Telegraph	2011	16-Sep	N/A	2
15	The Daily Telegraph	2011	30-Sep	18	18
16	The Daily Telegraph	2011	04-Oct	N/A	20
17	The Daily Telegraph	2011	07-Oct	N/A	8
18	The Daily Telegraph	2011	02-Nov	2	2
1	The Daily Telegraph	2016	15-Jan	2	2
2	The Daily Telegraph	2016	21-Jan	14	2
3	The Daily Telegraph	2016	02-Feb	7	2
4	The Daily Telegraph	2016	05-Feb	10	2

5	The Daily Telegraph	2016	06-Feb	1	2
6	The Daily Telegraph	2016	11-Feb	1 and 2	2
7	The Daily Telegraph	2016	15-Feb	14	2
8	The Daily Telegraph	2016	19-Feb	11	2
9	The Daily Telegraph	2016	19-Feb	3	2
10	The Daily Telegraph	2016	08-Mar	12	2
11	The Daily Telegraph	2016	08-Mar	19-20	2
12	The Daily Telegraph	2016	12-Mar	15	2
13	The Daily Telegraph	2016	25-Mar	16	2
14	The Daily Telegraph	2016	25-Mar	6	2
15	The Daily Telegraph	2016	02-May	1 and 7	2
16	The Daily Telegraph	2016	18-May	1 and 2	2
17	The Daily Telegraph	2016	09-Jun	9	2
18	The Daily Telegraph	2016	10-Jun	4	5
19	The Daily Telegraph	2016	18-Jun	22	2
20	The Daily Telegraph	2016	30-Jul	33	35
21	The Daily Telegraph	2016	09-Aug	11	2
22	The Daily Telegraph	2016	13-Aug	10	6
23	The Daily Telegraph	2016	25-Aug	7	2
24	The Daily Telegraph	2016	26-Aug	35	28
25	The Daily Telegraph	2016	03-Sep	7	3
26	The Daily Telegraph	2016	09-Sep	2	2
27	The Daily Telegraph	2016	13-Sep	17	2
28	The Daily Telegraph	2016	14-Sep	4	2
29	The Daily Telegraph	2016	07-Oct	19	2

30	The Daily Telegraph	2016	10-Oct	2	2
31	The Daily Telegraph	2016	21-Oct	7	2
32	The Daily Telegraph	2016	25-Oct	7	2
33	The Daily Telegraph	2016	03-Nov	2	2
34	The Daily Telegraph	2016	28-Nov	1 and 7	2
35	The Daily Telegraph	2016	03-Dec	15	2
36	The Daily Telegraph	2016	29-Dec	13	2

THE SCOTSMAN

TABLE 1. Published corrections (2011 & 2016)

Correction number	Newspaper Title	Year	Date of original publication	IPSO mediation	Date of published correction
1	The Scotsman	2011	31-Dec		01-Jan
2	The Scotsman	2011	04-Jan		05-Jan
3	The Scotsman	2011	29-Dec		07-Jan
4	The Scotsman	2011	07-Jan		08-Jan
5	The Scotsman	2011	19-Jan		21-Jan
6	The Scotsman	2011	31-Jan		02-Feb
7	The Scotsman	2011	29-Jan		05-Feb
8	The Scotsman	2011	07-Mar		08-Mar
9	The Scotsman	2011	14-Mar		15-Mar
10	The Scotsman	2011	11-Mar		16-Mar
11	The Scotsman	2011	29-Mar		30-Mar
12	The Scotsman	2011	31-Mar		01-Apr
13	The Scotsman	2011	N/A		06-Apr
14	The Scotsman	2011	18-Apr		20-Apr
15	The Scotsman	2011	19-May		20-May
16	The Scotsman	2011	30-May		03-Jun
17	The Scotsman	2011	08-Jun		09-Jun

18	The Scotsman	2011	11-Jun		13-Jun
19	The Scotsman	2011	30-Jun		01-Jul
20	The Scotsman	2011	15-Jul		16-Jul
21	The Scotsman	2011	30-Jul		01-Aug
22	The Scotsman	2011	01-Aug		02-Aug
23	The Scotsman	2011	04-Aug		05-Aug
24	The Scotsman	2011	12-Aug		13-Aug
25	The Scotsman	2011	30-Aug		31-Aug
26	The Scotsman	2011	08-Sep		13-Sep
27	The Scotsman	2011	09-Sep		14-Sep
28	The Scotsman	2011	14-Sep		21-Sep
29	The Scotsman	2011	22-Sep		23-Sep
30	The Scotsman	2011	21-Sep		26-Sep
31	The Scotsman	2011	24-Sep		26-Sep
32	The Scotsman	2011	06-Oct		08-Oct
33	The Scotsman	2011	10-Oct		13-Oct
34	The Scotsman	2011	20-Oct		21-Oct
35	The Scotsman	2011	N/A		05-Nov
36	The Scotsman	2011	06-Dec		07-Dec
37	The Scotsman	2011	15-Dec		16-Dec
38	The Scotsman	2011	20-Dec		23-Dec
39	The Scotsman	2011	22-Dec		24-Dec
1	The Scotsman	2016	14-Jan		16-Jan
2	The Scotsman	2016	23-Jan		26-Jan
3	The Scotsman	2016	20-Jan		29-Jan
4	The Scotsman	2016	05-Feb		06-Feb
5	The Scotsman	2016	04-Feb		06-Feb
6	The Scotsman	2016	04-Mar		05-Mar
7	The Scotsman	2016	02-Mar		07-Mar
8	The Scotsman	2016	16-Mar		21-Mar

9	The Scotsman	2016	19-Mar		26-Mar
10	The Scotsman	2016	01-Apr		02-Apr
11	The Scotsman	2016	01-Apr		04-Apr
12	The Scotsman	2016	08-Apr		09-Apr
13	The Scotsman	2016	13-Apr		14-Apr
14	The Scotsman	2016	04-May		06-May
15	The Scotsman	2016	21-May		23-May
16	The Scotsman	2016	31-May		02-Jun
17	The Scotsman	2016	20-May		04-Jun
18	The Scotsman	2016	02-Jun		14-Jun
19	The Scotsman	2016	N/A		30-Jun
20	The Scotsman	2016	06-Jul		07-Jul
21	The Scotsman	2016	23-Jul		26-Jul
22	The Scotsman	2016	22-Aug		27-Aug
23	The Scotsman	2016	20-Jan		03-Sep
24	The Scotsman	2016	27-Sep		28-Sep
25	The Scotsman	2016	10-Oct		11-Oct
26	The Scotsman	2016	25-Oct		27-Oct
27	The Scotsman	2016	14-Nov		06-Dec

THE SCOTSMAN

TABLE 2. Prominence: Original page and correction page (2011)

Correction number	Newspaper Title	Year	Date of published correction	Original page	Correction page
1	The Scotsman	2011	01-Jan	36-37	31
2	The Scotsman	2011	05-Jan	1 and 4	35
3	The Scotsman	2011	07-Jan	34-35	33
4	The Scotsman	2011	08-Jan	6,7	31
5	The Scotsman	2011	21-Jan	N/A	32
6	The Scotsman	2011	02-Feb	42,43	33

7	The Scotsman	2011	05-Feb	24	33
8	The Scotsman	2011	08-Mar	2	35
9	The Scotsman	2011	15-Mar	30	35
10	The Scotsman	2011	16-Mar	3	35
11	The Scotsman	2011	30-Mar	1	37
12	The Scotsman	2011	01-Apr	1	43
13	The Scotsman	2011	06-Apr	N/A	33
14	The Scotsman	2011	20-Apr	5	35
15	The Scotsman	2011	20-May	1 and 4	35
16	The Scotsman	2011	03-Jun	19	37
17	The Scotsman	2011	09-Jun	N/A	35
18	The Scotsman	2011	13-Jun	N/A	29
19	The Scotsman	2011	01-Jul	12	35
20	The Scotsman	2011	16-Jul	16	33
21	The Scotsman	2011	01-Aug	36-37	29
22	The Scotsman	2011	02-Aug	41	35
23	The Scotsman	2011	05-Aug	7	37
24	The Scotsman	2011	13-Aug	12	31
25	The Scotsman	2011	31-Aug	16-17	35
26	The Scotsman	2011	13-Sep	6,7	39
27	The Scotsman	2011	14-Sep	45	37
28	The Scotsman	2011	21-Sep	25	33
29	The Scotsman	2011	23-Sep	36	43
30	The Scotsman	2011	26-Sep	10	31
31	The Scotsman	2011	26-Sep	20-21	31
32	The Scotsman	2011	08-Oct	10	39
33	The Scotsman	2011	13-Oct	14	35
34	The Scotsman	2011	21-Oct	22	39
35	The Scotsman	2011	05-Nov	N/A	35
36	The Scotsman	2011	07-Dec	20-21	37

37	The Scotsman	2011	16-Dec	13	31
38	The Scotsman	2011	23-Dec	32-33	35
39	The Scotsman	2011	24-Dec	11	33

THE SCOTSMAN

TABLE 3. Prominence: Original page and correction page (2016)

Correction number	Newspaper Title	Year	Date of published correction	Original page	Correction page
1	The Scotsman	2016	16-Jan	46	2
2	The Scotsman	2016	26-Jan	30-31	2
3	The Scotsman	2016	29-Jan	35	2
4	The Scotsman	2016	06-Feb	23	2
5	The Scotsman	2016	06-Feb	30	2
6	The Scotsman	2016	05-Mar	34	2
7	The Scotsman	2016	07-Mar	30	2
8	The Scotsman	2016	21-Mar	19	2
9	The Scotsman	2016	26-Mar	38	2
10	The Scotsman	2016	02-Apr	34	2
11	The Scotsman	2016	04-Apr	34	2
12	The Scotsman	2016	09-Apr	12	2
13	The Scotsman	2016	14-Apr	34	2
14	The Scotsman	2016	06-May	17	2
15	The Scotsman	2016	23-May	1 and 5 (front page and 5)	2
16	The Scotsman	2016	02-Jun	33	2
17	The Scotsman	2016	04-Jun	13	2
18	The Scotsman	2016	14-Jun	12	2
19	The Scotsman	2016	30-Jun	43	2
20	The Scotsman	2016	07-Jul	9	2
21	The Scotsman	2016	26-Jul	9	2

22	The Scotsman	2016	27-Aug	7	2
23	The Scotsman	2016	03-Sep	35	2
24	The Scotsman	2016	28-Sep	21	2
25	The Scotsman	2016	11-Oct	8	2
26	The Scotsman	2016	27-Oct	10	2
27	The Scotsman	2016	06-Dec	19	2

THE SCOTSMAN

TABLE 4. Speed of corrections (2011)

Correction number	Newspaper Title	Year	Date of original publication	Date of published correction	Timeliness (in days)
1	The Scotsman	2011	31-Dec	01-Jan	1
2	The Scotsman	2011	04-Jan	05-Jan	1
3	The Scotsman	2011	29-Dec	07-Jan	9
4	The Scotsman	2011	07-Jan	08-Jan	1
5	The Scotsman	2011	19-Jan	21-Jan	2
6	The Scotsman	2011	31-Jan	02-Feb	2
7	The Scotsman	2011	29-Jan	05-Feb	7
8	The Scotsman	2011	07-Mar	08-Mar	1
9	The Scotsman	2011	14-Mar	15-Mar	1
10	The Scotsman	2011	11-Mar	16-Mar	5
11	The Scotsman	2011	29-Mar	30-Mar	1
12	The Scotsman	2011	31-Mar	01-Apr	1
13	The Scotsman	2011	N/A	06-Apr	N/A
14	The Scotsman	2011	18-Apr	20-Apr	2
15	The Scotsman	2011	19-May	20-May	1
16	The Scotsman	2011	30-May	03-Jun	4
17	The Scotsman	2011	08-Jun	09-Jun	1
18	The Scotsman	2011	11-Jun	13-Jun	2
19	The Scotsman	2011	30-Jun	01-Jul	1

20	The Scotsman	2011	15-Jul	16-Jul	1
21	The Scotsman	2011	30-Jul	01-Aug	2
22	The Scotsman	2011	01-Aug	02-Aug	1
23	The Scotsman	2011	04-Aug	05-Aug	1
24	The Scotsman	2011	12-Aug	13-Aug	1
25	The Scotsman	2011	30-Aug	31-Aug	1
26	The Scotsman	2011	08-Sep	13-Sep	5
27	The Scotsman	2011	09-Sep	14-Sep	5
28	The Scotsman	2011	14-Sep	21-Sep	7
29	The Scotsman	2011	22-Sep	23-Sep	1
30	The Scotsman	2011	21-Sep	26-Sep	5
31	The Scotsman	2011	24-Sep	26-Sep	2
32	The Scotsman	2011	06-Oct	08-Oct	2
33	The Scotsman	2011	10-Oct	13-Oct	3
34	The Scotsman	2011	20-Oct	21-Oct	1
35	The Scotsman	2011	N/A	05-Nov	N/A
36	The Scotsman	2011	06-Dec	07-Dec	1
37	The Scotsman	2011	15-Dec	16-Dec	1
38	The Scotsman	2011	20-Dec	23-Dec	3
39	The Scotsman	2011	22-Dec	24-Dec	2

THE SCOTSMAN

TABLE 5. Speed of corrections (2016)

Correction number	Newspaper title	Year	Date of original publication	Date of published correction	Timeliness (in days)
1	The Scotsman	2016	14-Jan	16-Jan	2
2	The Scotsman	2016	23-Jan	26-Jan	3
3	The Scotsman	2016	20-Jan	29-Jan	9
4	The Scotsman	2016	05-Feb	06-Feb	1
5	The Scotsman	2016	04-Feb	06-Feb	2

6	The Scotsman	2016	04-Mar	05-Mar	1
7	The Scotsman	2016	02-Mar	07-Mar	5
8	The Scotsman	2016	16-Mar	21-Mar	5
9	The Scotsman	2016	19-Mar	26-Mar	7
10	The Scotsman	2016	01-Apr	02-Apr	1
11	The Scotsman	2016	01-Apr	04-Apr	3
12	The Scotsman	2016	08-Apr	09-Apr	1
13	The Scotsman	2016	13-Apr	14-Apr	1
14	The Scotsman	2016	04-May	06-May	2
15	The Scotsman	2016	21-May	23-May	2
16	The Scotsman	2016	31-May	02-Jun	2
17	The Scotsman	2016	20-May	04-Jun	15
18	The Scotsman	2016	02-Jun	14-Jun	12
19	The Scotsman	2016	N/A	30-Jun	5
20	The Scotsman	2016	06-Jul	07-Jul	1
21	The Scotsman	2016	23-Jul	26-Jul	3
22	The Scotsman	2016	22-Aug	27-Aug	5
23	The Scotsman	2016	20-Jan	03-Sep	139
24	The Scotsman	2016	27-Sep	28-Sep	1
25	The Scotsman	2016	10-Oct	11-Oct	1
26	The Scotsman	2016	25-Oct	27-Oct	2
27	The Scotsman	2016	14-Nov	06-Dec	22

THE SUN

TABLE 1. Published Corrections (2011 & 2016)

Correction number	Newspaper title	Year	Date of original publication	IPSO mediation	Date of published correction
1	The Sun	2011	20-Dec-10		13-Jan
2	The Sun	2011	06-Dec-10		09-Mar
3	The Sun	2011	04-Mar		01-Apr

4	The Sun	2011	28-Feb		06-Apr
5	The Sun	2011	12-Feb		13-Apr
6	The Sun	2011	11-Feb		21-May
7	The Sun	2011	15-Mar		03-Jun
8	The Sun	2011	08-Jun		04-Jul
9	The Sun	2011	26-Apr		30-Aug
10	The Sun	2011	05-Jul		13-Sep
11	The Sun	2011	19-Jul		20-Sep
12	The Sun	2011	16-Aug		02-Nov
13	The Sun	2011	09-Aug		08-Nov
14	The Sun	2011	18-Oct		11-Nov
1	The Sun	2016	17-Jan		24-Jan
2	The Sun	2016	04-Feb		05-Feb
3	The Sun	2016	04-Feb		05-Feb
4	The Sun	2016	N/A		23-Feb
5	The Sun	2016	Dec-15		27-Feb
6	The Sun	2016	09-Jul-15		01-Mar
7	The Sun	2016	N/A		03-Mar
8	The Sun	2016	07-Feb		09-Mar
9	The Sun	2016	27-Feb		22-Mar
10	The Sun	2016	07-Feb		27-Mar
11	The Sun	2016	20-Mar		03-Apr
12	The Sun	2016	06-Dec-2015		10-Apr
13	The Sun	2016	11-Apr		18-Apr
14	The Sun	2016	01-May		08-May
15	The Sun	2016	16-Jun		18-Jun
16	The Sun	2016	01-Jan	publication of correction	21-Jun
17	The Sun	2016	04-Apr	publication of correction	23-Jun
18	The Sun	2016	07-Jul		08-Jul

19	The Sun	2016	20-Sep-15		17-Jul
20	The Sun	2016	28-Jul		29-Jul
21	The Sun	2016	11-Apr		01-Aug
22	The Sun	2016	23-Dec-15		05-Aug
23	The Sun	2016	26-May	publication of correction	19-Aug
24	The Sun	2016	14-Dec-15	publication of correction	26-Aug
25	The Sun	2016	18-Sep		25-Sep
26	The Sun	2016	22-Sep		15-Oct
27	The Sun	2016	03-Sep		26-Oct
28	The Sun	2016	24-Oct	publication of adjudication	27-Oct
29	The Sun	2016	19-Jun		30-Oct
30	The Sun	2016	19-May	publication of correction	05-Nov
31	The Sun	2016	04-Sep		06-Nov
32	The Sun	2016	20-Aug	publication of correction	19-Nov
33	The Sun	2016	11-Dec		18-Dec

THE SUN

TABLE 2. Prominence: Original page and correction page (2016)

Correction number	Newspaper title	Year	Date of published correction	Original page	Correction page
1	The Sun	2016	24-Jan	N/A	2
2	The Sun	2016	05-Feb	7	2
3	The Sun	2016	05-Feb	6 and 7	2
4	The Sun	2016	23-Feb	6	2
5	The Sun	2016	27-Feb	N/A	2
6	The Sun	2016	01-Mar	30	2
7	The Sun	2016	03-Mar	10	43
8	The Sun	2016	09-Mar	20	2

9	The Sun	2016	22-Mar	20	2
10	The Sun	2016	27-Mar	25	2
11	The Sun	2016	03-Apr	22	2
12	The Sun	2016	10-Apr	17	2
13	The Sun	2016	18-Apr	2	2
14	The Sun	2016	08-May	2	2
15	The Sun	2016	18-Jun	8 and 9	2
16	The Sun	2016	21-Jun	3	2
17	The Sun	2016	23-Jun	1	2
18	The Sun	2016	08-Jul	16-17	2
19	The Sun	2016	17-Jul	19	2
20	The Sun	2016	29-Jul	15	2
21	The Sun	2016	01-Aug	3	2
22	The Sun	2016	05-Aug	16-17	2
23	The Sun	2016	19-Aug	25	2
24	The Sun	2016	26-Aug	17	2
25	The Sun	2016	25-Sep	8	2
26	The Sun	2016	15-Oct	54	2
27	The Sun	2016	26-Oct	20	2
28	The Sun	2016	27-Oct	10	2
29	The Sun	2016	30-Oct	21	2
30	The Sun	2016	05-Nov	1	2
31	The Sun	2016	06-Nov	35	2
32	The Sun	2016	19-Nov	28	2
33	The Sun	2016	18-Dec	21	2

THE TIMES

TABLE 1. Published corrections (2011 & 2016)

Correction number	Newspaper title	Year	Date of original publication	IPSO mediation	Date of published correction
1	The Times	2011	10-Sep-10		13-Jan
2	The Times	2011	12-Jan		13-Jan
3	The Times	2011	24-Jan		26-Jan
4	The Times	2011	01-Feb		08-Feb
5	The Times	2011	N/A		23-Feb
6	The Times	2011	02-Mar		03-Mar
7	The Times	2011	02-Mar		04-Mar
8	The Times	2011	04-Mar		05-Mar
9	The Times	2011	09-Mar		10-Mar
10	The Times	2011	29-Feb		31-Mar
11	The Times	2011	28-Feb		31-Mar
12	The Times	2011	31-Mar		01-Apr
13	The Times	2011	29-Feb		02-Apr
14	The Times	2011	19-Apr		21-Apr
15	The Times	2011	28-Apr		29-Apr
16	The Times	2011	23-May		25-May
17	The Times	2011	02-Jun		03-Jun
18	The Times	2011	04-Jun		07-Jun
19	The Times	2011	21-Apr		09-Jun
20	The Times	2011	17-Jun		18-Jun
21	The Times	2011	19-Feb		25-Jun
22	The Times	2011	18-Jun		09-Jul
23	The Times	2011	03-Aug		04-Aug
24	The Times	2011	10-Aug		11-Aug
25	The Times	2011	13-Aug		17-Aug
26	The Times	2011	30-Jul		18-Aug

27	The Times	2011	25-Aug		31-Aug
28	The Times	2011	31-Aug		03-Sep
29	The Times	2011	05-Sep		07-Sep
30	The Times	2011	08-Sep		12-Sep
31	The Times	2011	24-Sep		08-Oct
32	The Times	2011	12-Oct		13-Oct
33	The Times	2011	12-Oct		17-Oct
34	The Times	2011	25-Oct		27-Oct
35	The Times	2011	27-Oct		28-Oct
36	The Times	2011	08-Nov		09-Nov
37	The Times	2011	03-Dec		06-Dec
38	The Times	2011	23-Nov		07-Dec
39	The Times	2011	28-Nov		16-Dec
1	The Times	2016	31-Dec		01-Jan
2	The Times	2016	26-Dec		01-Jan
3	The Times	2016	30-Dec		05-Jan
4	The Times	2016	02-Jan		05-Jan
5	The Times	2016	04-Jan		05-Jan
6	The Times	2016	02-Jan		06-Jan
7	The Times	2016	05-Jan		06-Jan
8	The Times	2016	23-Dec		07-Jan
9	The Times	2016	06-Jan		07-Jan
10	The Times	2016	07-Jan		09-Jan
11	The Times	2016	06-Jan		13-Jan
12	The Times	2016	12-Jan		13-Jan
13	The Times	2016	08-Jan		14-Jan
14	The Times	2016	12-Jan		15-Jan
15	The Times	2016	14-Jan		15-Jan
16	The Times	2016	13-Jan		16-Jan
17	The Times	2016	16-Jan		18-Jan

18	The Times	2016	23-Dec		19-Jan
19	The Times	2016	19-Jan		21-Jan
20	The Times	2016	11-Dec		22-Jan
21	The Times	2016	21-Jan		22-Jan
22	The Times	2016	22-Jan		23-Jan
23	The Times	2016	21-Jan		23-Jan
24	The Times	2016	21-Jan		23-Jan
25	The Times	2016	22-Jan		23-Jan
26	The Times	2016	21-Jan		26-Jan
27	The Times	2016	16-Jan		27-Jan
28	The Times	2016	26-Jan		27-Jan
29	The Times	2016	23-Jan		27-Jan
30	The Times	2016	27-Jan		28-Jan
31	The Times	2016	26-Jan		28-Jan
32	The Times	2016	25-Jan		29-Jan
33	The Times	2016	30-Jan		02-Feb
34	The Times	2016	02-Feb		03-Feb
35	The Times	2016	02-Feb		03-Feb
36	The Times	2016	30-Jan		04-Feb
37	The Times	2016	02-Feb		05-Feb
38	The Times	2016	05-Feb		06-Feb
39	The Times	2016	08-Feb		09-Feb
40	The Times	2016	05-Feb		09-Feb
41	The Times	2016	06-Feb		10-Feb
42	The Times	2016	11-Feb		12-Feb
43	The Times	2016	05-Jan		12-Feb
44	The Times	2016	10-Feb		12-Feb
45	The Times	2016	11-Feb		13-Feb
46	The Times	2016	16-Feb		17-Feb
47	The Times	2016	16-Feb		17-Feb

48	The Times	2016	17-Feb		18-Feb
49	The Times	2016	17-Feb		18-Feb
50	The Times	2016	16-Feb		18-Feb
51	The Times	2016	17-Feb	publication of correction	18-Feb
52	The Times	2016	03-Mar		19-Feb
53	The Times	2016	16-Feb		19-Feb
54	The Times	2016	18-Feb		19-Feb
55	The Times	2016	N/A		20-Feb
56	The Times	2016	22-Feb		23-Feb
57	The Times	2016	16-Feb		23-Feb
58	The Times	2016	25-Feb		27-Feb
59	The Times	2016	01-Mar		02-Mar
60	The Times	2016	02-Mar		03-Mar
61	The Times	2016	07-Mar		09-Mar
62	The Times	2016	09-Mar		11-Mar
63	The Times	2016	26-Feb		12-Mar
64	The Times	2016	12-Mar		15-Mar
65	The Times	2016	10-Mar		15-Mar
66	The Times	2016	14-Mar		16-Mar
67	The Times	2016	15-Mar		16-Mar
68	The Times	2016	16-Mar		18-Mar
69	The Times	2016	17-Mar		18-Mar
70	The Times	2016	03-Mar		19-Mar
71	The Times	2016	19-Mar		22-Mar
72	The Times	2016	19-Mar		22-Mar
73	The Times	2016	22-Mar		23-Mar
74	The Times	2016	19-Mar		23-Mar
75	The Times	2016	23-Mar		24-Mar
76	The Times	2016	26-Mar		29-Mar

77	The Times	2016	30-Mar		31-Mar
78	The Times	2016	31-Mar		01-Apr
79	The Times	2016	31-Mar		05-Apr
80	The Times	2016	02-Apr		05-Apr
81	The Times	2016	04-Apr		05-Apr
82	The Times	2016	01-Apr		06-Apr
83	The Times	2016	05-Apr		06-Apr
84	The Times	2016	01-Apr		06-Apr
85	The Times	2016	04-Apr		07-Apr
86	The Times	2016	04-Apr		07-Apr
87	The Times	2016	06-Apr		09-Apr
88	The Times	2016	07-Apr		11-Apr
89	The Times	2016	11-Apr		13-Apr
90	The Times	2016	11-Apr		13-Apr
91	The Times	2016	11-Apr		14-Apr
92	The Times	2016	02-Apr		14-Apr
93	The Times	2016	13-Apr		14-Apr
94	The Times	2016	19-Apr		20-Apr
95	The Times	2016	19-Apr		20-Apr
96	The Times	2016	19-Apr		21-Apr
97	The Times	2016	16-Apr		21-Apr
98	The Times	2016	22-Apr		22-Apr
99	The Times	2016	25-Apr		27-Apr
100	The Times	2016	28-Apr		29-Apr
101	The Times	2016	29-Apr		02-May
102	The Times	2016	03-May		04-May
103	The Times	2016	03-May		04-May
104	The Times	2016	02-May		04-May
105	The Times	2016	05-May		06-May
106	The Times	2016	05-May		06-May

107	The Times	2016	15-Dec		07-May
108	The Times	2016	30-Apr		07-May
109	The Times	2016	03-May		09-May
110	The Times	2016	09-May		10-May
111	The Times	2016	26-Apr		10-May
112	The Times	2016	06-May		11-May
113	The Times	2016	11-May		12-May
114	The Times	2016	12-May		13-May
115	The Times	2016	16-May		18-May
116	The Times	2016	14-May		18-May
117	The Times	2016	14-May		18-May
118	The Times	2016	18-May		19-May
119	The Times	2016	18-May		19-May
120	The Times	2016	19-May		20-May
121	The Times	2016	20-May		21-May
122	The Times	2016	20-May		21-May
123	The Times	2016	21-May		25-May
124	The Times	2016	24-May		26-May
125	The Times	2016	19-May		28-May
126	The Times	2016	18-May		28-May
127	The Times	2016	02-May		30-May
128	The Times	2016	27-May		30-May
129	The Times	2016	30-May		31-May
130	The Times	2016	30-May		31-May
131	The Times	2016	31-May		02-Jun
132	The Times	2016	31-May		02-Jun
133	The Times	2016	30-May		02-Jun
134	The Times	2016	02-Jun		03-Jun
135	The Times	2016	06-Jun		07-Jun
136	The Times	2016	02-Jun		07-Jun

137	The Times	2016	07-Jun		08-Jun
138	The Times	2016	07-Jun		08-Jun
139	The Times	2016	07-Jun		08-Jun
140	The Times	2016	07-Jun		08-Jun
141	The Times	2016	07-Jun		09-Jun
142	The Times	2016	08-Jun		09-Jun
143	The Times	2016	09-Jun		10-Jun
144	The Times	2016	04-Jun		10-Jun
145	The Times	2016	10-Jun		11-Jun
146	The Times	2016	02-Jun		11-Jun
147	The Times	2016	04-Jun		15-Jun
148	The Times	2016	09-Jun		17-Jun
149	The Times	2016	15-Jun		17-Jun
150	The Times	2016	22-Jun		23-Jun
151	The Times	2016	22-Jun		24-Jun
152	The Times	2016	30-Jun		01-Jul
153	The Times	2016	01-Jul		02-Jul
154	The Times	2016	01-Jul		02-Jul
155	The Times	2016	01-Jul		04-Jul
156	The Times	2016	28-Jun		04-Jul
157	The Times	2016	06-Jul		07-Jul
158	The Times	2016	01-Jul		07-Jul
159	The Times	2016	30-Jun		09-Jul
160	The Times	2016	07-Jul		09-Jul
161	The Times	2016	07-Jul		09-Jul
162	The Times	2016	14-Jul		15-Jul
163	The Times	2016	13-Jul		22-Jul
164	The Times	2016	20-Jul		23-Jul
165	The Times	2016	23-Jul		26-Jul
166	The Times	2016	26-Jul		27-Jul

167	The Times	2016	05-May		28-Jul
168	The Times	2016	27-Jul		28-Jul
169	The Times	2016	28-Jul		29-Jul
170	The Times	2016	25-Jul		30-Jul
171	The Times	2016	30-Jul		30-Jul
172	The Times	2016	30-Jul		02-Aug
173	The Times	2016	23-Jun		02-Aug
174	The Times	2016	02-Aug		03-Aug
175	The Times	2016	02-Aug		03-Aug
176	The Times	2016	01-Aug		03-Aug
177	The Times	2016	30-Jul		06-Aug
178	The Times	2016	06-Aug		09-Aug
179	The Times	2016	06-Aug		09-Aug
180	The Times	2016	05-May		10-Aug
181	The Times	2016	10-Aug		12-Aug
182	The Times	2016	11-Aug		12-Aug
183	The Times	2016	10-Aug		13-Aug
184	The Times	2016	04-Aug		15-Aug
185	The Times	2016	13-Aug		16-Aug
186	The Times	2016	13-Aug		16-Aug
187	The Times	2016	16-Aug		17-Aug
188	The Times	2016	13-Aug		18-Aug
189	The Times	2016	17-Aug		18-Aug
190	The Times	2016	18-Aug		19-Aug
191	The Times	2016	16-May		22-Aug
192	The Times	2016	20-Aug		22-Aug
193	The Times	2016	22-Aug		23-Aug
194	The Times	2016	20-Aug		23-Aug
195	The Times	2016	22-Aug		23-Aug
196	The Times	2016	26-Aug		31-Aug

197	The Times	2016	27-Aug		31-Aug
198	The Times	2016	27-Aug		31-Aug
199	The Times	2016	29-Aug		31-Aug
200	The Times	2016	29-Aug		01-Sep
201	The Times	2016	29-Aug		01-Sep
202	The Times	2016	27-Aug		01-Sep
203	The Times	2016	23-Aug		01-Sep
204	The Times	2016	22-Aug		05-Sep
205	The Times	2016	05-Sep		06-Sep
206	The Times	2016	27-Aug		06-Sep
207	The Times	2016	03-Sep		06-Sep
208	The Times	2016	02-Sep		07-Sep
209	The Times	2016	06-Sep		09-Sep
210	The Times	2016	03-Sep		09-Sep
211	The Times	2016	09-Sep		10-Sep
212	The Times	2016	09-Sep		10-Sep
213	The Times	2016	09-Sep		12-Sep
214	The Times	2016	09-Sep		13-Sep
215	The Times	2016	12-Sep		13-Sep
216	The Times	2016	13-Sep		15-Sep
217	The Times	2016	13-Sep		15-Sep
218	The Times	2016	15-Sep		17-Sep
219	The Times	2016	16-Sep		21-Sep
220	The Times	2016	21-Sep		22-Sep
221	The Times	2016	21-Sep		22-Sep
222	The Times	2016	21-Sep		26-Sep
223	The Times	2016	28-Sep		29-Sep
224	The Times	2016	22-Sep		30-Sep
225	The Times	2016	29-Sep		30-Sep
226	The Times	2016	08-Sep		05-Oct

227	The Times	2016	03-Oct		05-Oct
228	The Times	2016	27-Sep		08-Oct
229	The Times	2016	11-Oct		12-Oct
230	The Times	2016	01-Oct		12-Oct
231	The Times	2016	11-Oct		13-Oct
232	The Times	2016	12-Oct		13-Oct
233	The Times	2016	13-Oct		17-Oct
234	The Times	2016	15-Oct		19-Oct
235	The Times	2016	15-Oct		20-Oct
236	The Times	2016	19-Oct		20-Oct
237	The Times	2016	12-Oct		21-Oct
238	The Times	2016	20-Oct		22-Oct
239	The Times	2016	21-Oct		22-Oct
240	The Times	2016	22-Oct		24-Oct
241	The Times	2016	15-Oct		25-Oct
242	The Times	2016	24-Oct		25-Oct
243	The Times	2016	25-Oct		27-Oct
244	The Times	2016	22-Oct		28-Oct
245	The Times	2016	26-Oct		28-Oct
246	The Times	2016	28-Oct		29-Oct
247	The Times	2016	29-Oct		31-Oct
248	The Times	2016	05-Oct		03-Nov
249	The Times	2016	01-Nov		03-Nov
250	The Times	2016	31-Oct		03-Nov
251	The Times	2016	12-Oct		04-Nov
252	The Times	2016	24-Feb-14		05-Nov
253	The Times	2016	13-Oct		05-Nov
254	The Times	2016	04-Nov		05-Nov
255	The Times	2016	04-Nov		05-Nov
256	The Times	2016	04-Nov		07-Nov

257	The Times	2016	07-Nov		08-Nov
258	The Times	2016	05-Nov		08-Nov
259	The Times	2016	09-Nov		10-Nov
260	The Times	2016	11-Nov		12-Nov
261	The Times	2016	11-Nov		12-Nov
262	The Times	2016	11-Nov		14-Nov
263	The Times	2016	12-Nov		15-Nov
264	The Times	2016	12-Nov		16-Nov
265	The Times	2016	14-Nov		16-Nov
266	The Times	2016	17-Nov		18-Nov
267	The Times	2016	14-Nov		18-Nov
268	The Times	2016	15-Nov		19-Nov
269	The Times	2016	17-Nov		19-Nov
270	The Times	2016	18-Nov		19-Nov
271	The Times	2016	19-Nov		22-Nov
272	The Times	2016	19-Nov		22-Nov
273	The Times	2016	15-Nov		23-Nov
274	The Times	2016	21-Nov		25-Nov
275	The Times	2016	28-Nov		29-Nov
276	The Times	2016	30-Nov		01-Dec
277	The Times	2016	17-Nov		02-Dec
278	The Times	2016	08-Dec		10-Dec
279	The Times	2016	06-Dec		10-Dec
280	The Times	2016	09-Dec		10-Dec
281	The Times	2016	09-Dec		13-Dec
282	The Times	2016	13-Dec		14-Dec
283	The Times	2016	30-Nov		15-Dec
284	The Times	2016	09-Dec		16-Dec
285	The Times	2016	16-Dec		17-Dec
286	The Times	2016	16-Dec		20-Dec

287	The Times	2016	17-Dec		20-Dec
288	The Times	2016	22-Dec		23-Dec
289	The Times	2016	26-Nov		23-Dec
290	The Times	2016	09-Dec		23-Dec
291	The Times	2016	10-Dec		26-Dec
292	The Times	2016	24-Dec		27-Dec
293	The Times	2016	28-Dec		30-Dec
294	The Times	2016	28-Dec		30-Dec